osConcert

visual on-line seat reservation

User Manual

V7 | May-15 2015

CARTZONE
UNIQUE SHOPPING CARTS

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Welcome to osConcert

osConcert was originally devised as an online visual reservation self-hosted software to help users manage their seat bookings. Our newest technology combines multiple venues for your Visual Reserved Seating and also allows you to create unlimited 'General Admission' events.

Creating and integrating your Visual Seat-plan Layouts is the service we provide. Our **osConcert** team guarantees a perfectly LOADED system. Tampering with the Visual Seat-Layouts is NOT recommended. Our support is fast, free and with over seven years of experience.

OsConcert is an adapted php open source shopping cart software that can be customized by you or your developers. Some of the original features may well be useful for developers so we have preserved the code. Note that deep within the software there are sections that remain hidden and that are not part of the standard osConcert software package. *Be very careful when digging deeper in the settings*, take notes of any changes you make that are outside of this guide. If you break the functionality you may need to revert back to the default set up.

This User Manual is focusing on getting started with osConcert and explains the sections that your project may require. For more refer to our separate on-line PDF guides.

For Developers, at each chapter, we state customized 'Developers' notes. Contact us for more Technical Developers Support

Especially first time users, PLEASE take your time to read this 'User Manual' carefully. Check the HELP Document or Email us any questions you may have; *osConcert support*

Try to understand and enjoy the simple features that this User Manual explores and we are sure that your business will be a success!

Please Read –*yes, this is important...!*

Your ultimate goal is to allow your visitors to choose seats, register an account (which is optional) and then to make an order for the products they have added to their shopping basket. Note that 'Seats are Products' and osConcert will help you to monitor the products sales or reservations as a visual aid. osConcert can also generate a sales report in the format of an Excel or PDF file.

For every order we must have an order status. This order status is governed by the payment method. The difference between these order statuses is **very important**; a 'Pending' status will tell us that we are *waiting* for full payment to be made for that order and a 'Delivered' status should tell us that payment for that order is *completed*.

osConcert is popular for its sales of E-Tickets in PDF format. Normally, you should only allow release of PDF E-tickets when an order has a status of 'Delivered'

Now you know there is 'Pending' and 'Delivered'. As an Administrator you can update each order accordingly and the results will be reflected in the osConcert SALES report.

While every SHOW that you enable in osConcert will have a unique DATE ID, in this latest version of osConcert you can now use the osConcert-report Admin>Orders>osConcert SALES to filter ALL the sales with a status of 'Delivered' and download that report as a list in Excel or PDF format.

Finally, for every 'Reserved' seat you see in the front end SHOW, each of the seats should be noted as 'Delivered'; anything 'Pending' must be attended to. If you have not received full payment you may consider deleting the order and returning the seats back in stock.

Quick set-up of osConcert

For advanced users, *or those in a hurry*, please follow the following quick-set up steps:

Step-1. Personalize Shop Settings
Admin>Shop Settings>General

Step-2. Customize the Sign-Up Form
Admin>Shop Settings>Advanced>Customers

Step-3. Server-Time-Offset
Admin>Shop Settings>Server-time-offset

Step-4. Edit Static Pages, edit the default complimentary text(s) or write your own
Admin>CMS

Step-5. Home page edit, delete the default osConcert homepage
Admin>CMS>Homepage

Step-6. Edit Customer email receipt as well as the rest of the marketing templates
Admin>Marketing>E-Marketing>products>Product Sale

Step-7. If you plan to provide PDF E-Tickets for download, enable e-tickets then configure your E-Ticket
Admin>Payment>Tickets>Events Customer Ticket

Step-8. Set up a payment module. Use Check/Money Order to test or rename a module as a non-payment reservation module
Admin>Payment>Payment Gateways

Step-9. Set up a Tax, Booking Fee or a Discount module. Then enable (these) module(s) in the Order Totals module. Ensure you first disable all modules first, then re-enable 1 by 1.
Admin>Payment>Advanced>Order Totals

Step-10. Edit your shows, venue etc in Concert Details. ***IMPORTANT!*** use a unique DATE ID for each show, ***ONLY THEN*** edit prices
Admin>Concert Details

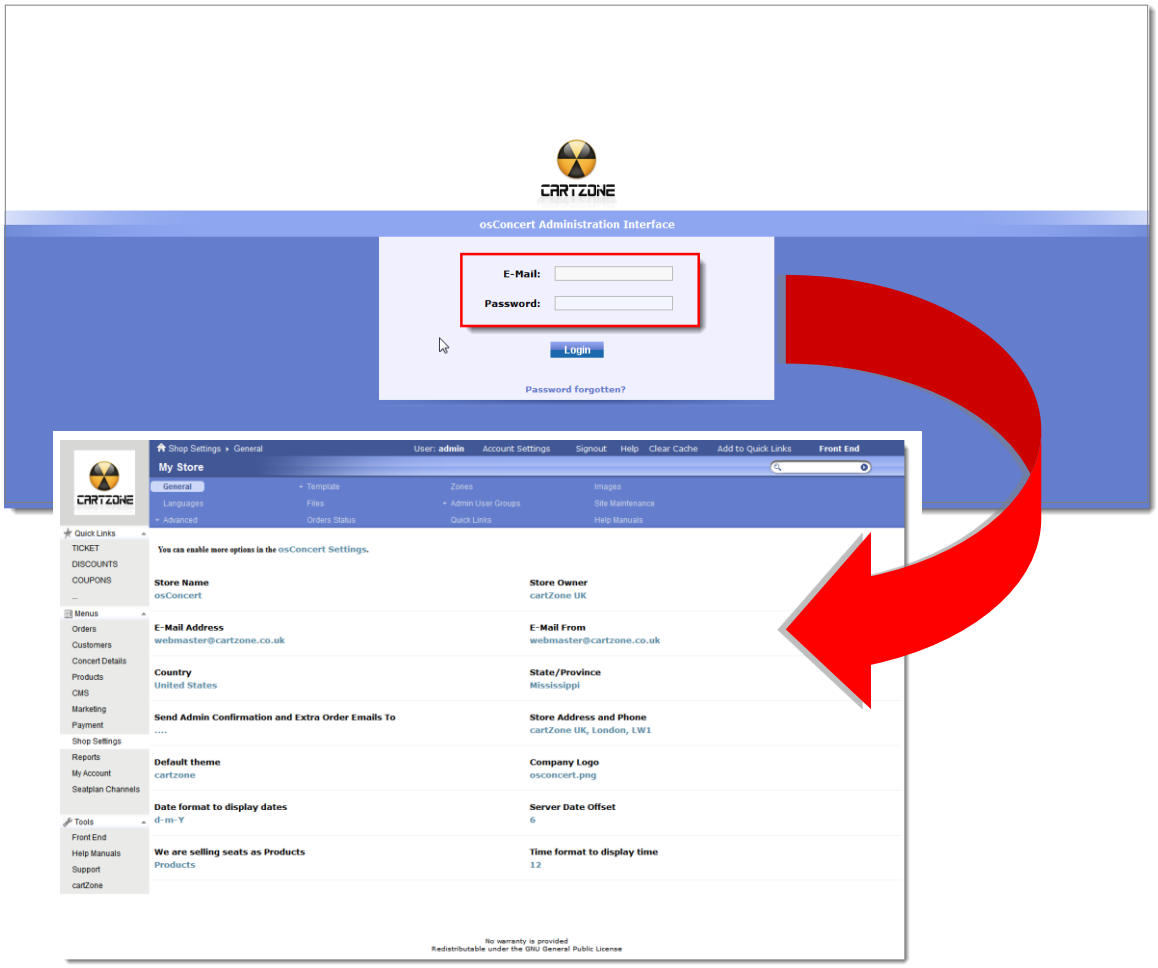
Step-11. Set up the correct default currency
Admin>Payment>Currencies

osConcert – Administration interface

After a successful installation of the osConcert package, log-in to the osConcert Administration Interface or Admin.

Alternatively, open your internet browser and browse to the osConcert Administration Interface; www.yourdomain/osconcert/admin (where 'osconcert' is the name of your application directory)

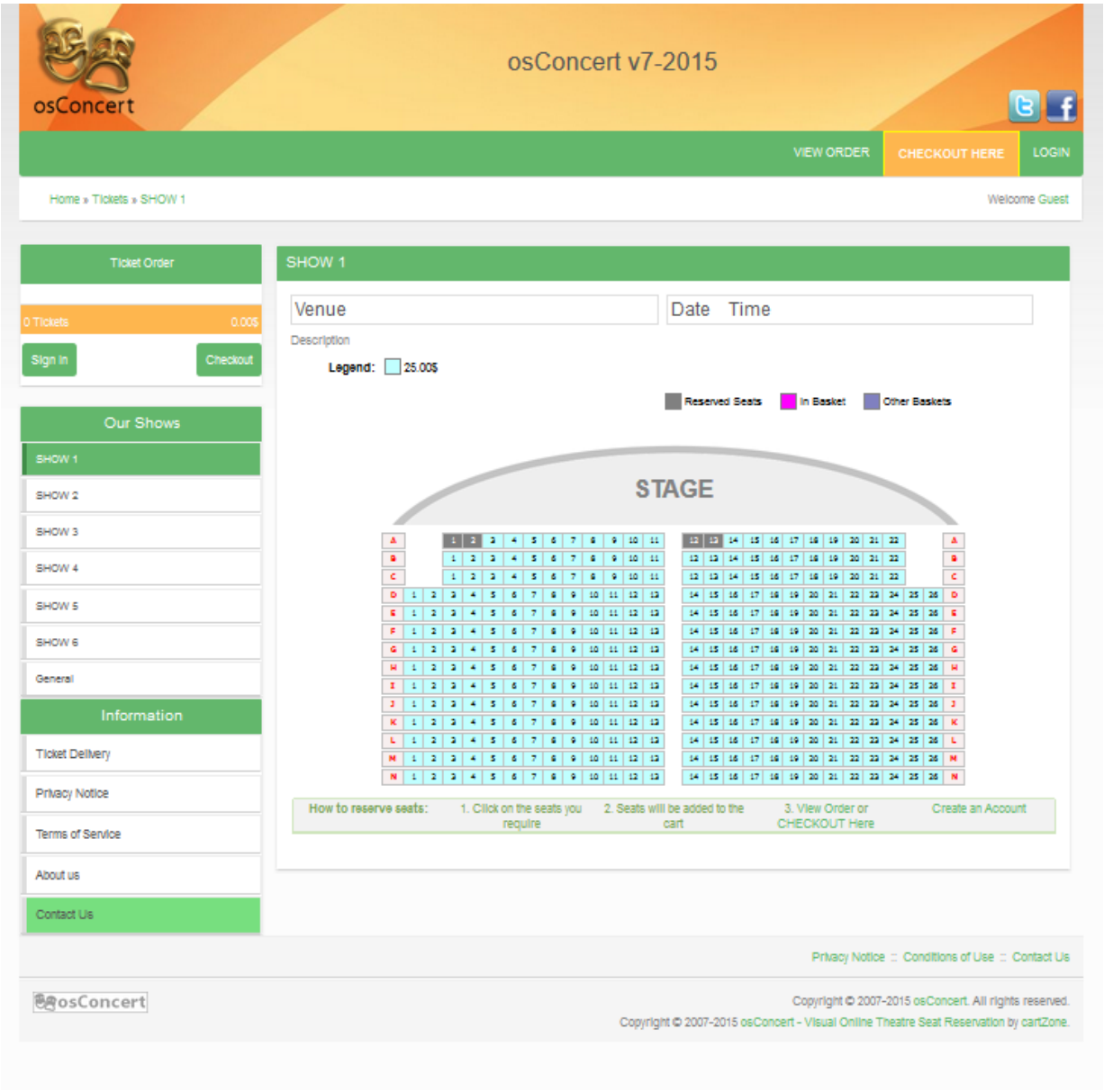
For info about the installation of the osConcert software package, please view the osConcert installation video. Use the (administrator) email address and Password that you created during installation of the osConcert software package.



osConcert with Reserved Seating Demonstration Seat Plan

Our website is http://www.osconcert.com

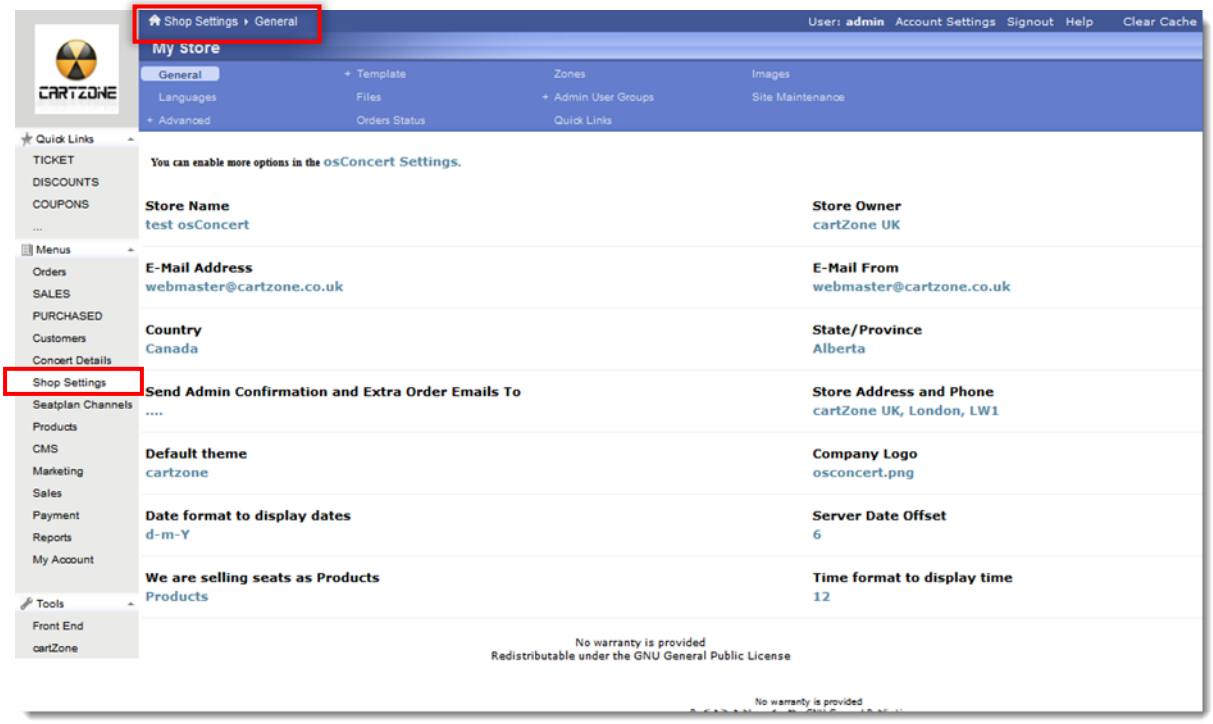
FEATURES: http://www.osconcert.com/features/
OVERVIEW: http://www.osconcert.com/overview/
USERS: http://www.osconcert.com/users/



1. Shop Settings

In *Admin>Shop Settings* you set all shop-related information that is both visible on the front-end and -if you decide to do so, in the emails that osConcert sends automatically for new orders and users registration.

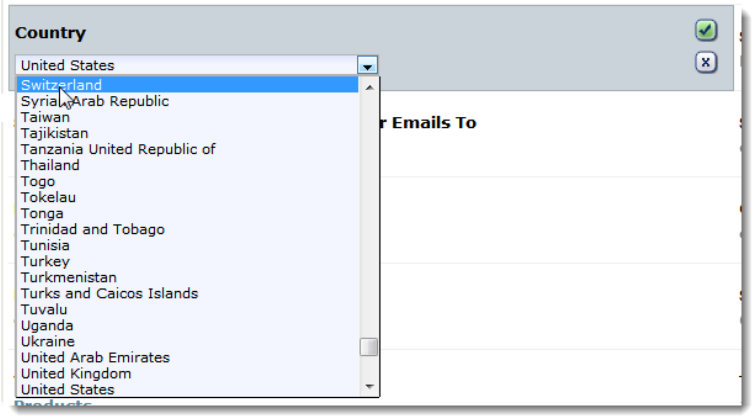
From the Left (-side) Menu, select SHOP SETTINGS. *Admin>Shop Settings>General*



General Shop Settings

In the General section of SHOP SETTINGS edit **ALL** references to webmaster@cartzone.co.uk, email addresses, links and change these with your own;

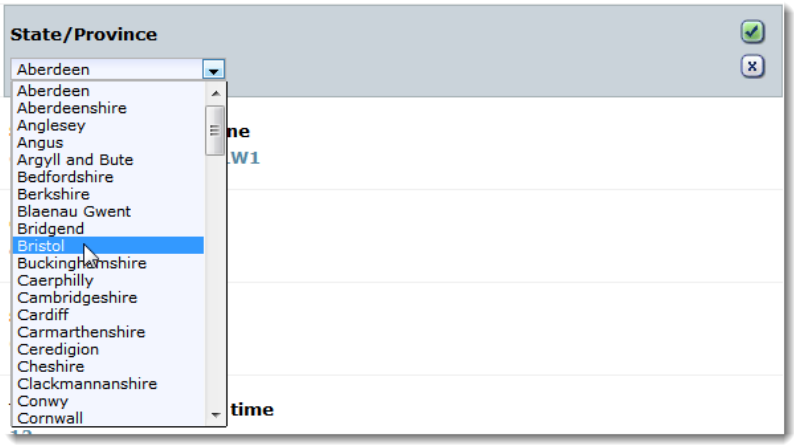
Store Name	Use the Store Name to identify both the Front and Back End. Handy feature if you manage several different osConcert shops simultaneously. No limit.
Store Owner	Type here the name of your store. No limit.
Email Address	**IMPORTANT!** Do NOT FORGET to edit.
Email From	**IMPORTANT!** Do NOT FORGET to edit.
Country	Select country from pull-down and click the save button



Back to Shop Settings Menu

State/Province

Set country first, and then select State/Province (zone) from pull-down. Click the save button to save your selection.



Send Admin confirmation and Extra Order…

IMPORTANT: Set this field to receive order confirmations to your mailbox. Separate multiple emails with a comma.

Store Address and Phone

Edit to display Store address and Phone number(s).

Default Theme

Select a template from the drop down list.

Light =Cartzone (default)
Dark = Blackzone.

Company Logo

Must be .png format. There is no forcible limit to the image size, just a recommended limit of 200px (W). NOTE:: this image will be used throughout the site and email responses **so keep it small and neat.**

If your logo is too big, it will corrupt some pages and a user's email browser window.

Date Display to display dates

Click and select from the pull down a date format.

Default= dd-mm-yyyy

Server Date off-set

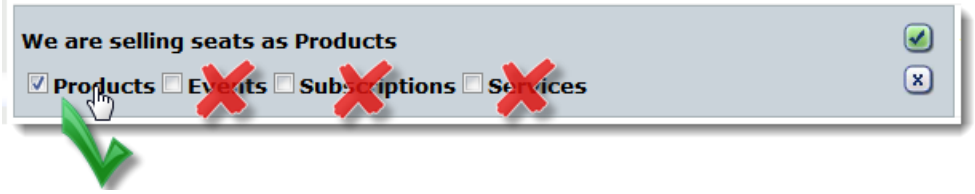
Set your time-zone based on GMT. This time is used for log files and for example in confirmation emails.

We are selling 'Seats as Products'

Items sold in the shop are 'Seats as Products'.

Note that osConcert does not support other sections of this software. Use at your own risk.

Default=Products.



Back to Shop Settings Menu

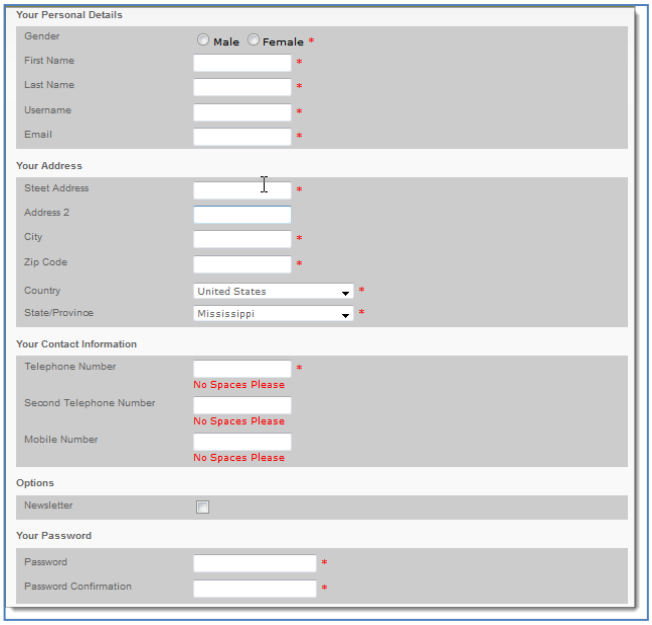
Time format to display time	**12**	Click and select either the 12hr or 24hr display option. Default= 12hr
GA Only		If you are not using the Reserved Seating (Seat Plan features) and you are only using osConcert for GA (General Admission) Events that you create in Admin>Products A GA Only setting will give you a slightly different listing page and Admin> Products will be set for GA priority setting instead of osConcert for Seat Plan products.

Back to Shop Settings Menu

Admin> Shop Settings> Advanced– Customers

How to create your Sign Up page.

The Advanced Shop Settings for Customers offers a selection of Customer Account Fields from a list that you want to configure for the registration of new customers at the front-end (see below). Also, osConcert will use these Customer Account fields for fields in automatic emails and orders.



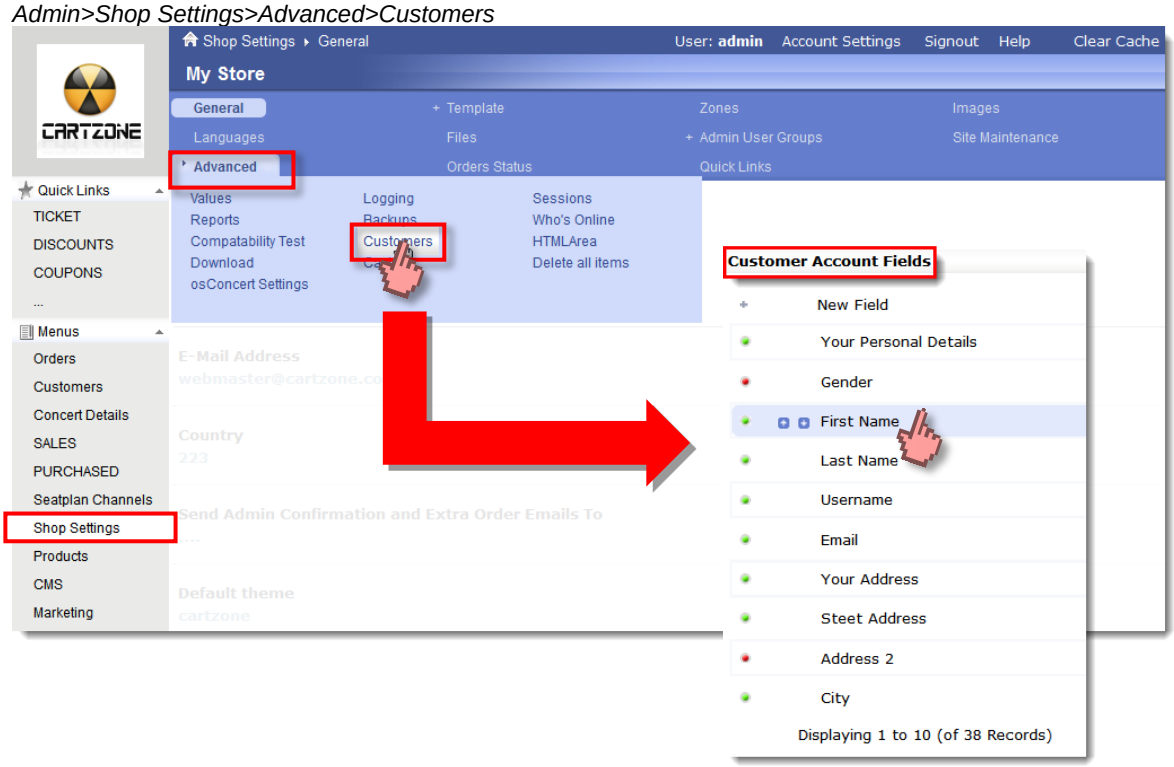
Customer Accounts fields

osConcert has all common Customer Account Fields pre-installed (stored on several pages), which can be enabled and edited, including making Customer Account Fields required to be filled out by new customers.

IMPORTANT! Customer account Fields can be reduced to a bare minimum but Country/State is needed for ZONE based payment modules to function.

DEVELOPERS: To eliminate the country field make a default country in table structure ‘address book’

Admin>Shop Settings>Advanced>Customers



To enable Customer Account Fields

Click the respective field-tab and change the display STATUS by clicking the GREEN bullet.

To ease managing the (enabled) Customer Account Fields, it is possible to change the listing sequence of the Field-tabs by clicking the small blue UP or DOWN buttons next to the green status bullet.

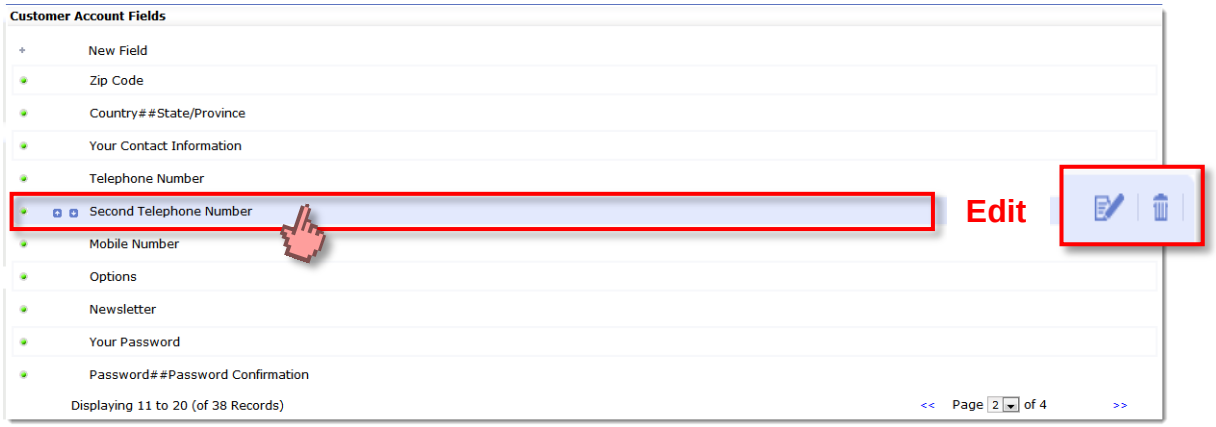
To create new Customer Account Field:

Admin>Shop Settings>Advanced>Customers>Customer Account Fields>NEW FIELD.

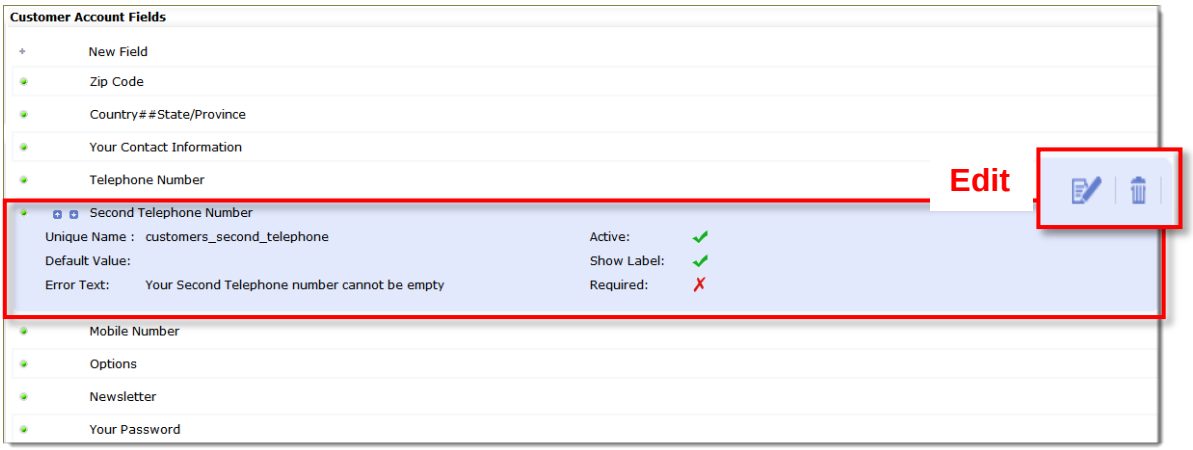
IMPORTANT! Instead of creating a NEW FIELD(s) from scratch, osConcert recommends to edit 1 of the fields that is not needed.

To edit a Customer Account Field

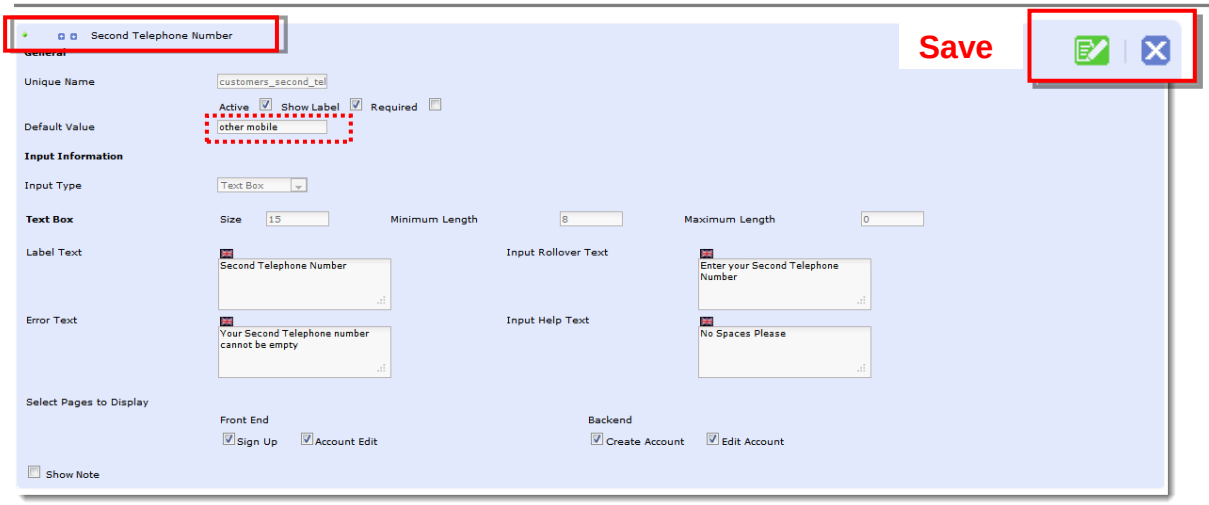
Select and expand the Field-tab you want to edit and click the EDIT button.



On the expanded tab, a status summary is shown. Click the EDIT button.



Back to Shop Settings Menu



General

Status

Use the tick-boxes to set status; *Active* (in order to be used in osConcert emails and orders), *Show Label* (= show front end) and *Required.*

Default Value

This field can be used to show a *greyed text inside* the field at the front end that will be overwritten by the customer, for example “Only Numeric” or “Other Mobile”, see below example.
NOTE: especially when using a Drop-Down menu is it advisable to use here a predefined default-value (eg. a text saying “click for options...”).

Input Information

Text Box

Set Size; Minimum Length and Maximum Length. These values are set when Customer Account Field was created and can be edited. Ask the help of a webmaster to achieve this.

NOTE:; this Text-box can be replaced with a Title, Text Area, Check-Box, Option Button, Drop Down Menu or Custom box. To change the default Text-box, first Delete the Customer-Account-Field then re-create a new Customer-Account-Field and select a Pull-Down-(text)-field. Populate or edit the Pull Down Menu with your own “Option Names” and “Option Values” using the insert/delete buttons.

Label Text

Edit the Label-, Error-, Input Rollover- and Input Help-texts as per your own requirements.

Select Pages to Display

Front End
Tick boxes to show this field at Sign up and Account Edit
Back End
Tick boxes to show this field at Create Account and Edit Account

DEVELOPERS:

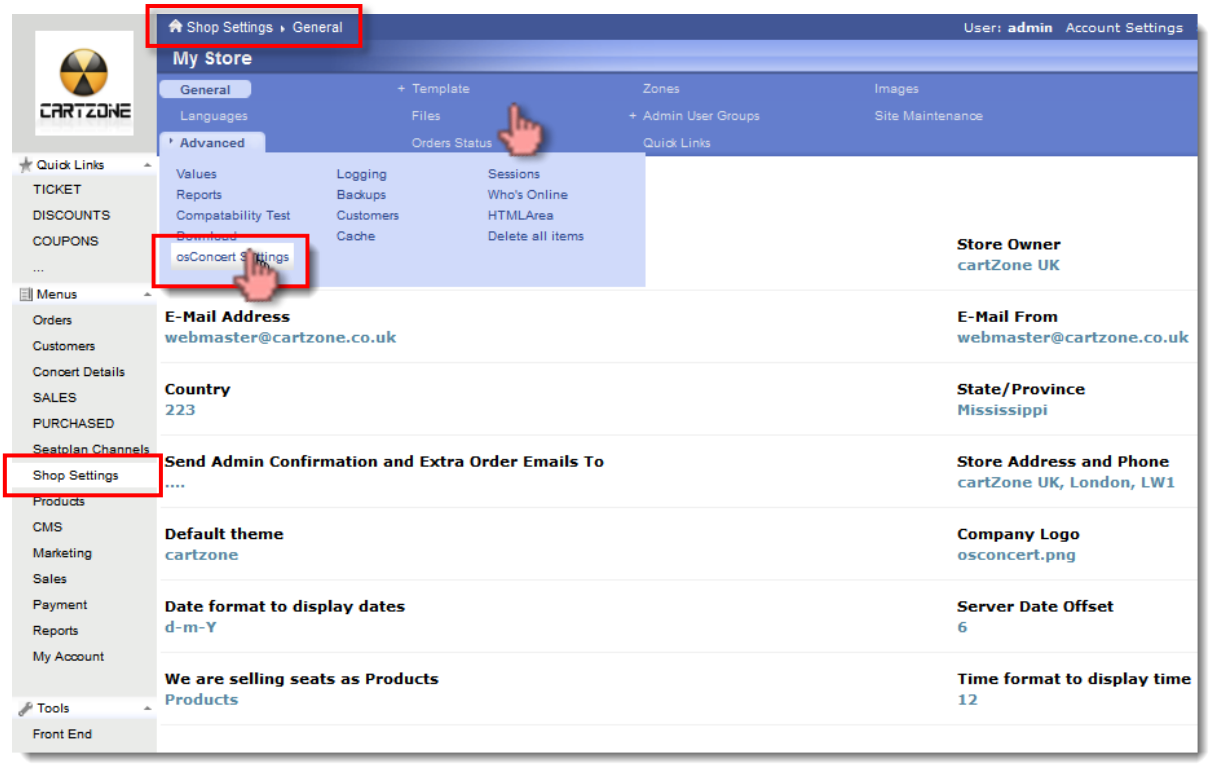
- To eliminate the country field all together make a default country in table structure ‘address book’

Back to Shop Settings Menu

2. osConcert Settings

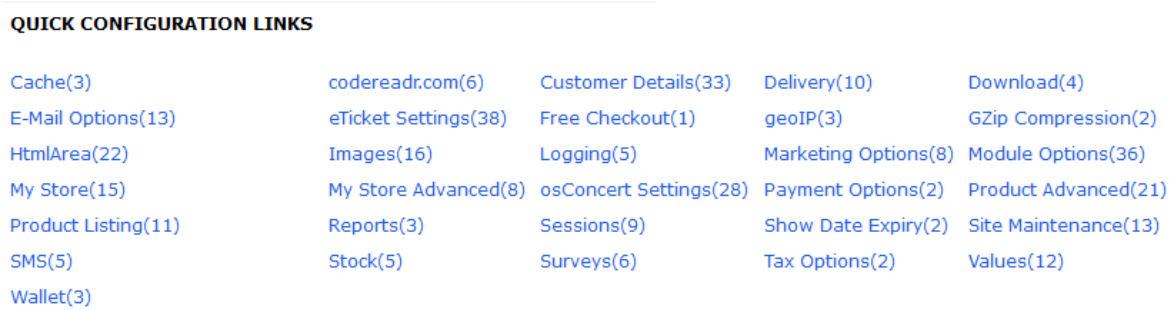
In the “osConcert Settings” section, you configure *specific* osConcert related settings, switch on/off modules, set and change set *specific* system settings, edit error messages or and not limited to, switch on/off interactions with third party software applications.

Admin>Shop Settings>Advanced>osConcert Settings;



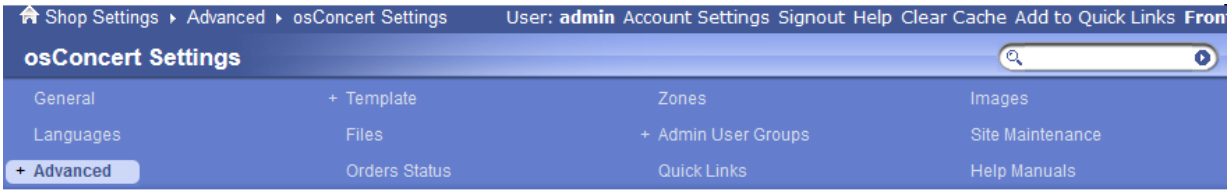
There is also easy access to most of the software settings at the foot of most pages
QUICK CONFIGURATION LINKS

You can get to most configurations but a lot of these do not apply to osConcert….be careful and take notes of settings you are changing …..in case you have to reverse.



Back to osConcert Settings Menu

In *Admin>Shop Settings>Advanced>osConcert Settings*, the followings settings can be configured at any time.



You can enable more options in the osConcert Settings.

osConcert Version osConcert v7-JAN-2015	**Enable 'How To' Guide** true
Hide Choose Billing Address yes	**Hide Delivery Address** yes
Seat Plan Cache false	**Expand Menus List** false
Seatplan Live Logging false	**Seatplan Timeout** 600
Seatplan Refresh 2000	**Google Analytics Account** ....
Seatplan Require Login false	**Add Extra Fields** no
Add Social Networking no	**Maximum quantity in cart** 0
Purchase without an account no	**Disable creating account entirely? (Will override any setting under Purchase Without Account)** no
Show Subcategory Count false	**CINE style images** no
Hide GA Quantities no	**Hide Footer Info Links** no
Enforced Coupon no	**Enable STAGE** true
Add Conditions false	**Hide Sign Up Page** false
Seatplan Restrict Logins at Load Value 100	**Restrict number of concurrently logged on customers?** 0
Login to see seatplan only false	**Skip Payment Method** false

Back to osConcert Settings Menu

OsConcert version

Text in the top margin of the front end. Edit text to suit your needs. Can be left empty. Default= 'osConvert version information….'

EXAMPLE:

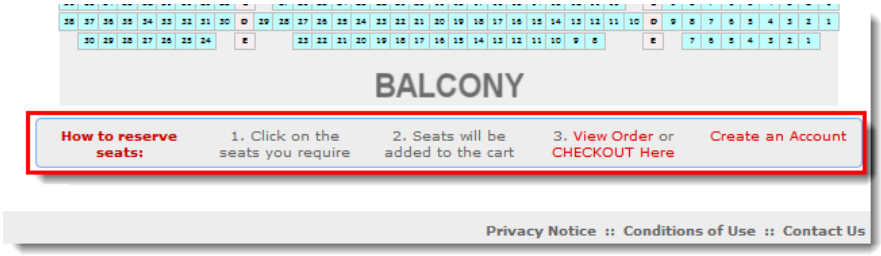
Blue Valley Theatre Online Booking

Back to osConcert Settings Menu

Enable "How to" guide

Displays at the front-end a "How to" guide under the seat-plan.

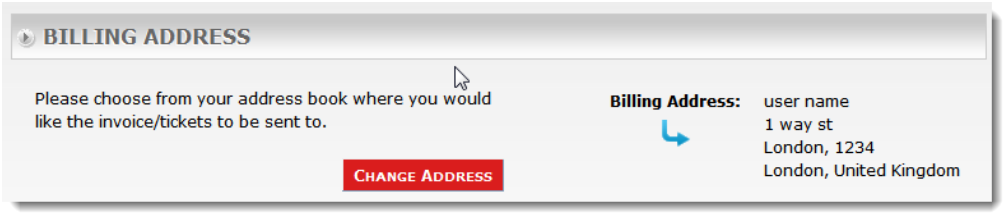
DEVELOPERS: To move the positioning of the 'Howto' bar…move the code in includes/seatplan.php


BALCONY
How to reserve seats:
1. Click on the seats you require
2. Seats will be added to the cart
3. View Order or CHECKOUT Here
Create an Account
Privacy Notice :: Conditions of Use :: Contact Us

Back to osConcert Settings Menu

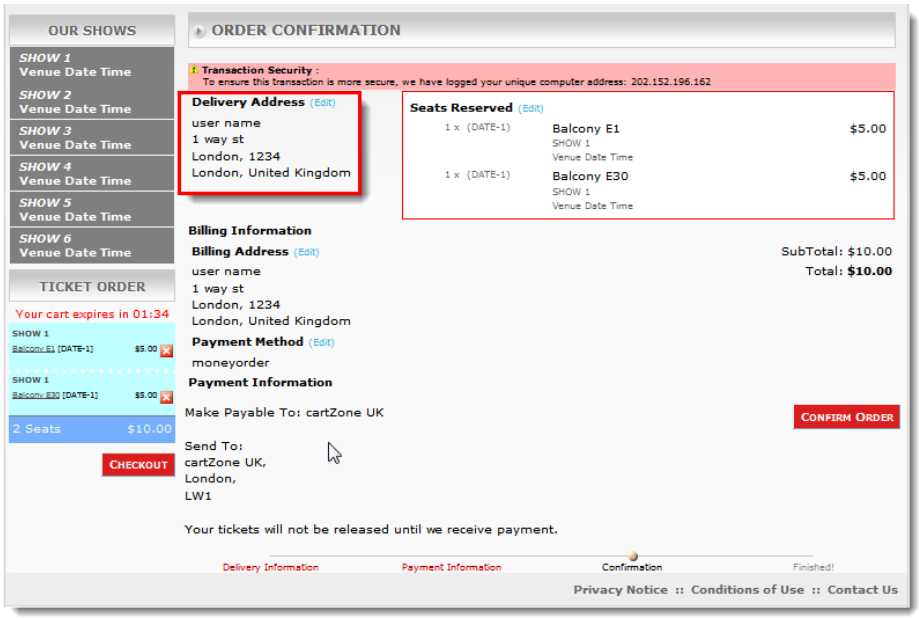
Hide Choose Billing Address

Set "Yes" or "No". Yes= Does ***NOT*** allow customer to "choose" Billing address info on Check-out. See also Hide Delivery Address


BILLING ADDRESS
Please choose from your address book where you would like the invoice/tickets to be sent to.
CHANGE ADDRESS
Billing Address:
user name
1 way st
London, 1234
London, United Kingdom

Hide Delivery Address

When you have Shipping enabled for delivery of hard tickets and merchandise. Set to "No" (don't hide) to enable the Delivery Address information for the checkout confirmation page.



Seat Plan Cache

IMPORTANT! Seat plan cache when set to 'True' will render a faster seat plan by retaining memory of the pages. This should be enabled *after* testing. Default=True.

NOTE: When **Seat Plan Cache** is enabled any price changes will not be immediately visible until the cache is updated at the **Front End. Admin>Clear Cache** will help you update sooner.

Expand Menus List

If set to TRUE a 2nd line will be displayed with "Venue", "Date" and "Time" under all listed SHOWs in the left side Menu at the front-end.

Of course the Venue, Date and Time fields are what you edit in the Admin>Concert Details in your SHOW listing.

Seat Plan Require Login

Seat plan seat selection only possible with an active login. **osConcert recommends this setting** = true to encourage users to register and purchase without guest account and help prevent locked seats.

Add Extra Fields

Add extra fields in the checkout process. If you need to gather some extra information for example a 'How to Collect Tickets' option from your customer, or other emails and contact names and numbers about the order. Spend a little time to set this up and the information will be relayed in the Email receipt, the order and the invoices.

Add Social Networking

Add Social Networking Buttons at the Checkout Success Page
You'll nee to edit the includes/socal_networking.php to embed the links that you acquire from any social networks.
DEVELOPERS:edit includes/social_networking.php

Maximum quantity in cart

Set the maximum number of tickets per order. 0=unlimited. Use –for example when 1 registered user can only order 1 ticket. Default=0

Purchase without an Account

Set to Yes if you want your customers to be able to purchase tickets without an account? Default=No.

Not recommended when eTickets are enabled

osConcert does not recommend enabling PWA if eTickets are enabled. If customers miss the chance to generate and save their PDF eTickets at checkout success, they will need to access their 'Account' at a later time in order to generate, view and print eTickets. Remember the 'default' email receipt can send users to their 'Account' to generate eTickets at their leisure.

Disable creating account entirely?

Do you want to skip log-in entirely and send customers directly to check-out process? Handy for "Free" tickets but do note that NO user details will be registered/printed on the E-tickets! Default=No.

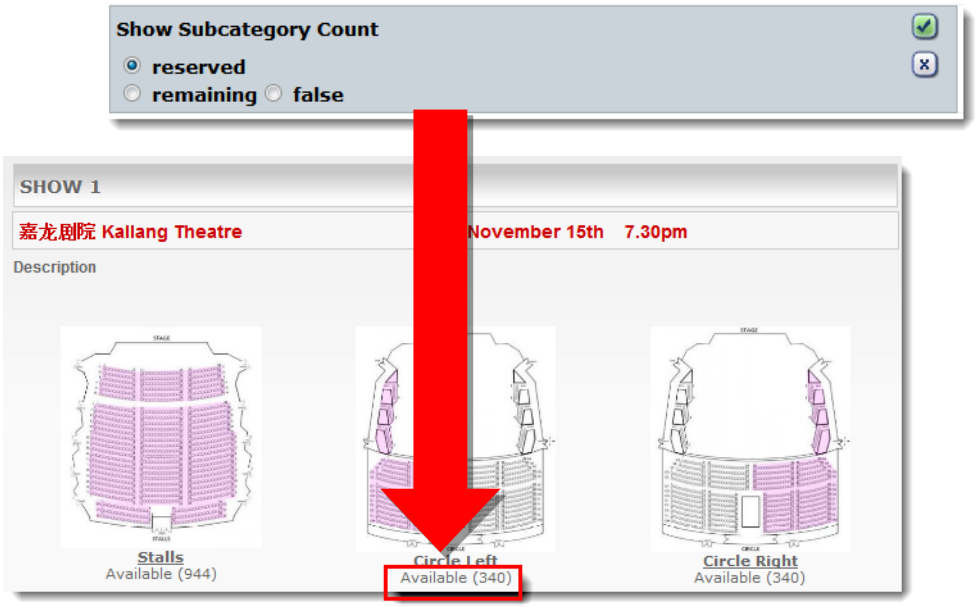
Not recommended when eTickets are enabled

Back to osConcert Settings Menu

Show subcategory count

For reserved seating with visual seat plans. Enable setting to calculate, count and view remaining OR the available seats in a sub category. Choose 'Reserved', 'Remaining' or 'False'. Default= Remaining

Note; to disable from the front end, set to 'FALSE".



Back to osConcert Settings Menu

Cine Style

This is a serious setting to convert osConcert General Admission to a fully functional CINEMA set up that will show categories of products by datetime and allow the products to drop off (disappear) when the time or date has elapsed. Demonstrated here http://cartzone.co.uk/demo/cinema_ga/

Contact osConcert for a SET UP price. READ MORE

Hide GA quantity

Hide General Admission (GA) product quantity when using category master quantities.

Hide Footer Info links

Hide Privacy, Terms and Contact us links in the footer. For more info see also Static Pages CMS.

Enforced Coupon

Enforce Coupon Entry at Checkout.
Only registered customers with a COUPON code are able to checkout.
See also Sales Discount Coupons.
Handy for pre-SHOW sales for family and friends

Enable STAGE

The STAGE image at the Front End seat plan page.
Usually at the top of the seat plan, If for whatever reason you do not need to show the image set to 'false'

Add Conditions

If you require customers to accept '**conditions of use'** before confirming the order (at checkout confirmation). This will enable this feature. However first you'll need to edit the 'conditions' page (pop up window) in the language files

Includes/languages/english/pop_up_conditions.php

A much improved addition for a user to edit their Terms and Conditions page for this feature. See Edit Conditions

Back to osConcert Settings Menu

Hide Sign Up Page

Enabled in conjunction with **Enforced Login**. This feature will hide the Sign Up page so that ONLY users with a register account are able to login, select seats and make a purchase. Great for agents only.

Seatplan Restrict Logins at Load Value

In an efffort to help users deal with a 'Mad Rush' for tickets….in another words a Server Overload.
Enforced Login must be enabled and a setting here will stop new logins if load is greater than a preselected %. See additional document How to protect from server overload
osConcert recommends serious users invest in a Dedicted Server or VPS to have better control over server settings to prevent server overload.

Restrict number of concurrently logged on customers?

If need be a user can select a given number of logged on customers.at a time of server overload Those trying to login will be given a notice to try again later. A setting of 0 = no restriction.

Login to see seatplan only

Now we can block visitors from getting to the Reserved Seating plan unless they register or are registered users. Visitors must login to access the seat plan. Useful for Box Office only versions.

Skip Payment Method

If there is only one Payment Method enabled in Admin>Payment …now we can skip the **'Choose Payment Method'** page and the CHECKOUT button will go directly to the Checkout Confirmation page

Seat Plan Live Logging

Enable Seat Plan Live Loggin (Debug Mode). Originally create for testing seat plan. Addmin>Seat Plan Channels

Seat Plan Timeout

Here we can adjust the ajax cart timeout. 600 seconds (10 minutes) is the default. !0 minutes is enough for your customers to complete an order?

Seat Plan Refresh

Seat Plan refresh rate in milliseconds. It's ok to extend this refresh rate if it's too many calls to the server.

Google Analytics Account

Enter you Google Analytics ID here and view your visitor stats in your Google Analytics account.

Pop Up Discount Height

When SaleMaker Sales are enabled in Admin>Orders>Discounts At he Front End Seat Plan a pop up window will open when customers select seats. This sometimes will need adjusting set a pixel height here if the height needs to be extended to clear overlapping text.

Pop Up Discount Height

When SaleMaker Sales are enabled in Admin>Orders>Discounts At he Front End Seat Plan a pop up window will open when customers select seats. This sometimes will need adjusting set a pixel height here if the height needs to be extended to clear overlapping text.

Set Family Ticket Quantity

There is a new feature when using GA (General Admission) Ticketing.

Sell one Ticket Product as a set quantity. For example set a product with a quantity of 4 tickets for a Family of 4 at a special price. Howver this product will be counted as 1 quantity unless used with GA Master Quantity

In Admin>Products>Category>Product>Edit
In the TYPE tab select Family Ticket, the product will be given a unique type = F.

In eTickets Settings there is an option to print all family tickets separately or as one ticket with text FAMILY TICKET

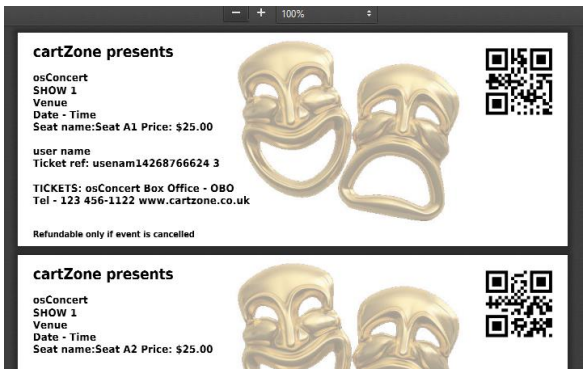
.

Back to osConcert Settings Menu

eTicket Settings

Enable PDF E-tickets

Set to “True” will generate PDF E-ticket. Default=true.
See also *Admin*



Back to osConcert Settings Menu

E-Ticket ‘Delivered’ Status

Sometimes it may be nescessary to apply a different order_status to allow the generation of eTickets. Default here is 3=’Delivered’.
1=Pending, 2= Processed

Display PDF for ‘Delivered’ status

If for some reason you need to allow generation of eTickets for a order_status other than ‘Delivered’ set this to ‘false’

Currency Left Symbol

Text field Currency Symbol on left side of amount *only* on E-ticket. Default=$

Note: Set up for default currency used in osConcert, including decimal settings, abbreviation etc in Admin>Payment>Currencies

Ticket Template

The eTicket has an ID the default = 1. If for any reason you’ll need to store templates this will dictate the current eTicket Tmplate in use.

DEVELOPERS:
Create alternative templates directly in the database: General Templates

Force eTicket Download

Instead of the eTicket opening directly in your browser window enable this option to have the eTicket download as an attachment to your computer. More secure.

Box Office Direct Checkout

When a Box Office user is logged in as Box Office Staff (Country=Box Office). With this setting set to ‘true’ the CHECKOUT can be completed in just one click and Box Office will see the Checkout Success page immediately and Print PDF eTickets

Ticket Print Master Quantity

When Printing ALL tickets, here you can choose to simply print all remaining tickets not SOLD or print ALL tickets from a set MASTER quantity per product.

DEVELOPERS:
Set this quantity in the database table ‘products’>master_quantity (last column)

Attach eTicket to Email

This option will send the eTickets as a PDF attachment at the foot of the Email Response for an order status of DELIVERED only.

EMAIL_PDF_DELIVERED_ONLY=true

3. Products – introduction (Admin>Products)

NOTE: Reserved Seating – Seats are products in categories of sub categories

The *Admin>Products* section serves as your 'catalog'. In Products shows and thereof are created then displayed in a 'category' type structure, for example a Row, Stall, Balcony etc, each will be a Sub-category of a SHOW and contain all the seat products. Each product is editable. Each product has a button (green to red) to put it in or out of stack.

It is here we can also create **General Admission** products.
We can also create a category of concession products and set a **Master Quantity** for all those products in it's category.
See[1]. See Help manual

To manage products in your catalog, osConcert offers the following dedicated menu options, each has specific advantages;

Admin>Products = Limited information/pane
- To set a Row Color Band
- Hide/deactivate seats/products
- To upload a Show Image
- To delete a Show Image
- To upload a Show Ticket image
- Set Expiry/Commence dates and times
- To add new (GA) show
- Set GA Master Quantity

Admin>Alternative Edit Category = General overview on 1 pane
- Hide individual seats more easily

Note: before you continue and start working with Products, we recommend first to get a feel for what your customers' experience when ordering your tickets? What do the various settings you have set so far actually do at the front- and backend etc? Then, when you are more familiar working with osConcert, explore the various options and check out (the advanced user) documents in; Admin>ShopSettings>HELP MANUALS

Related chapter: osConcert Details.

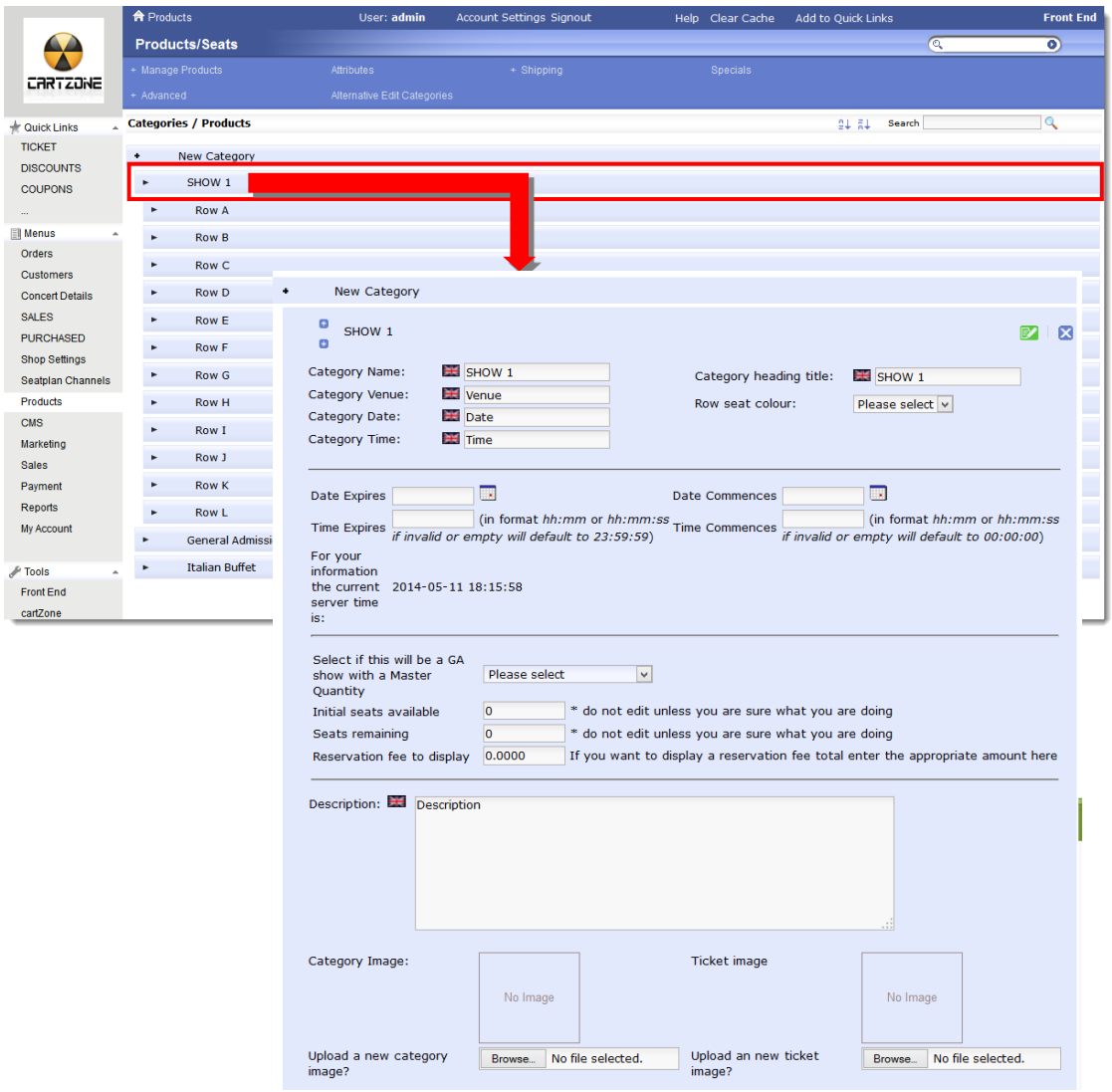
Back to Products Menu

[1] ***Concession tickets*** give the holder of the ticket the right to enter the venue to see the show, normally with a discounted price.. For example 'Child' or 'Old Age Pensioners' tickets (OAP). It is common that concession ticket holders show an ID.

Product / Shows - Editing

In the editing section of *Admin>Products*, the following Show sections can be configured;

,



Sea also our help document '[How to best label your Show for the menu and headings](#).'

[Back to Products Menu](#)

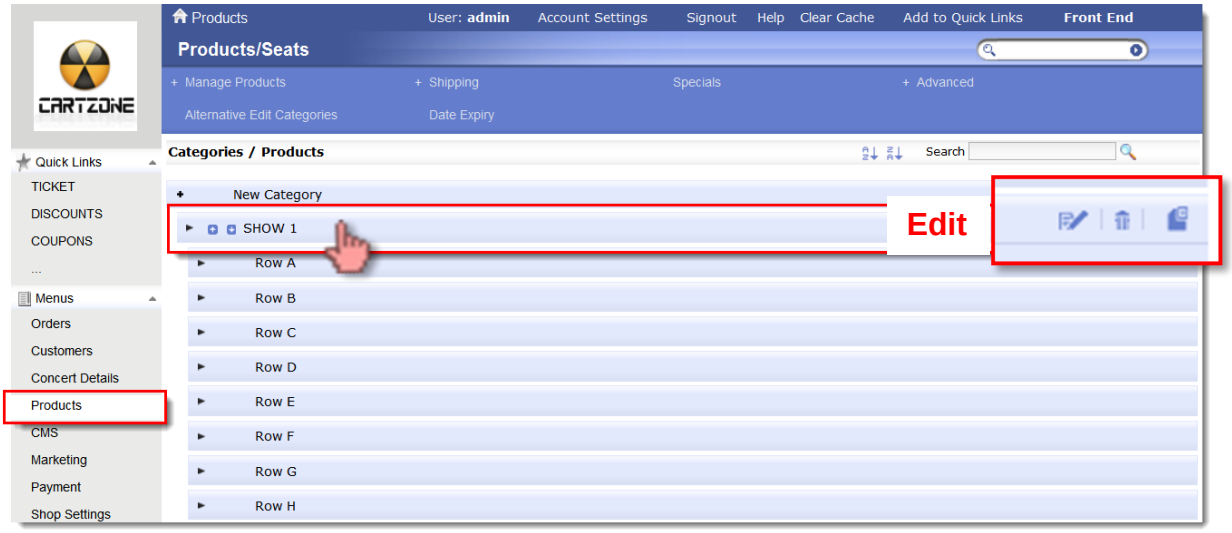
Category name =Front Left Menus	Text field. Min. 1, Max. 17 characters
Category heading title =front-end pages	Text field. Min. 1, Max. 17 characters
Category Date	Text field for the Show Date (eg. 14th Jan 13, or New Years Day)
Category Time	Text field for the show Time (1 PM, 13:00hr, from 13.00hr etc)
Date (show) Expires	
Time (show) Expires	
Date (show) Commences	
Time (show) Commences	
Master quantity (General Admission products only)	Tick box if GA show with a Master Quantity. See Master Quantity.
Description	Text field or HTML script.
Upload a new Cat/Show image	Upload/delete a Cat/Show image. See Editing Show Image.

Back to Products Menu

Show Image editing

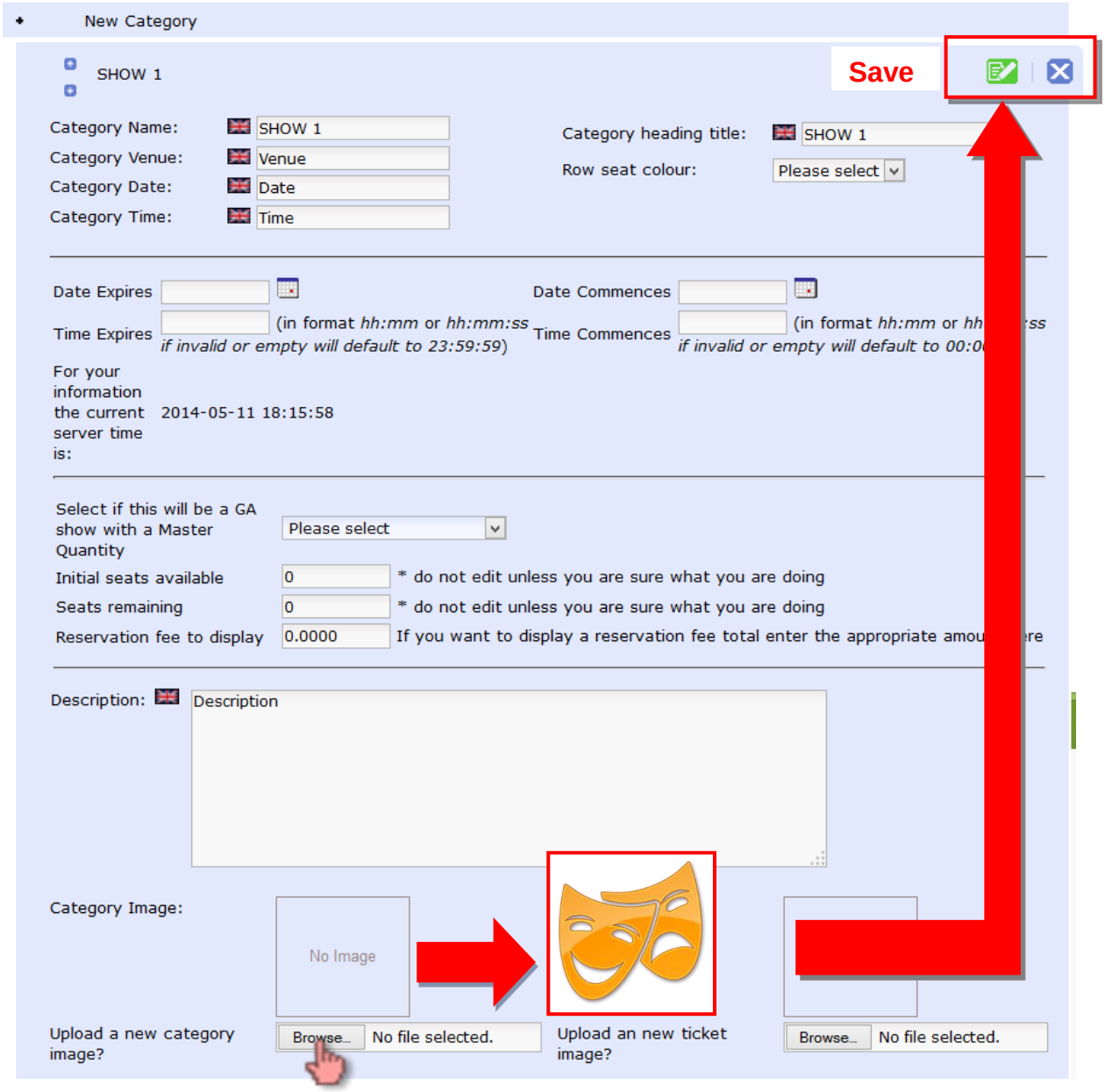
In Products. Each Show can have its own 'Show-Image'. This is the category image that your customers see when they click on a loaded show at the front-end and you see in the Show tab summary.

Admin>Products. Click and expand the Show-tab that needs editing.



Then click on the EDIT option on the right hand side to further expand the Show-tab that you want to edit.

Back to Products Menu



Click the BROWSE button and select the SHOW image to be uploaded.To complete the image upload, click SAVE

Attention! osConcert will automatically resize your image;
A point to note is that there is now an IMAGE UPLOAD WIDTH value set at default 350px
To change that defaut value go to Admin>Shop Settings>**Image Upload Width**

Attention! If your SHOW has a section eg. Stalls, Circle, Balcony etc then upload the images in the ACTUAL Category.

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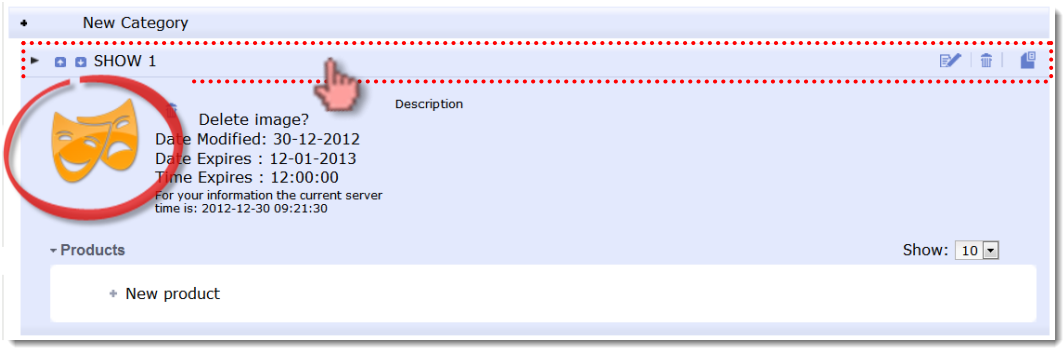
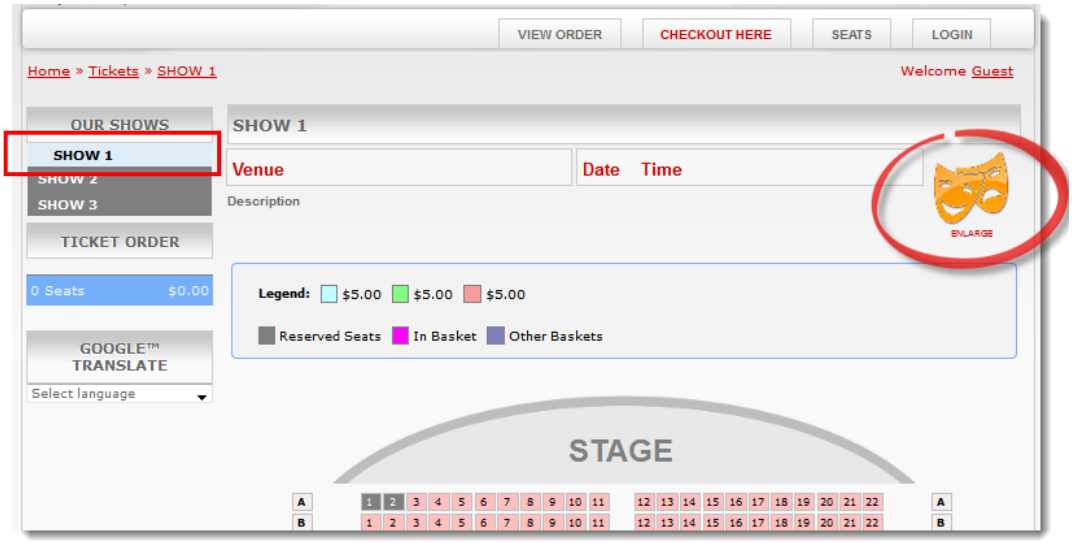
After image is uploaded (saved), the Show image will show in the expanded Show tab.



And the Show image will show at the Front end when a visitor selects the Show from the left-menu



Back to Products Menu

Delete a Show image

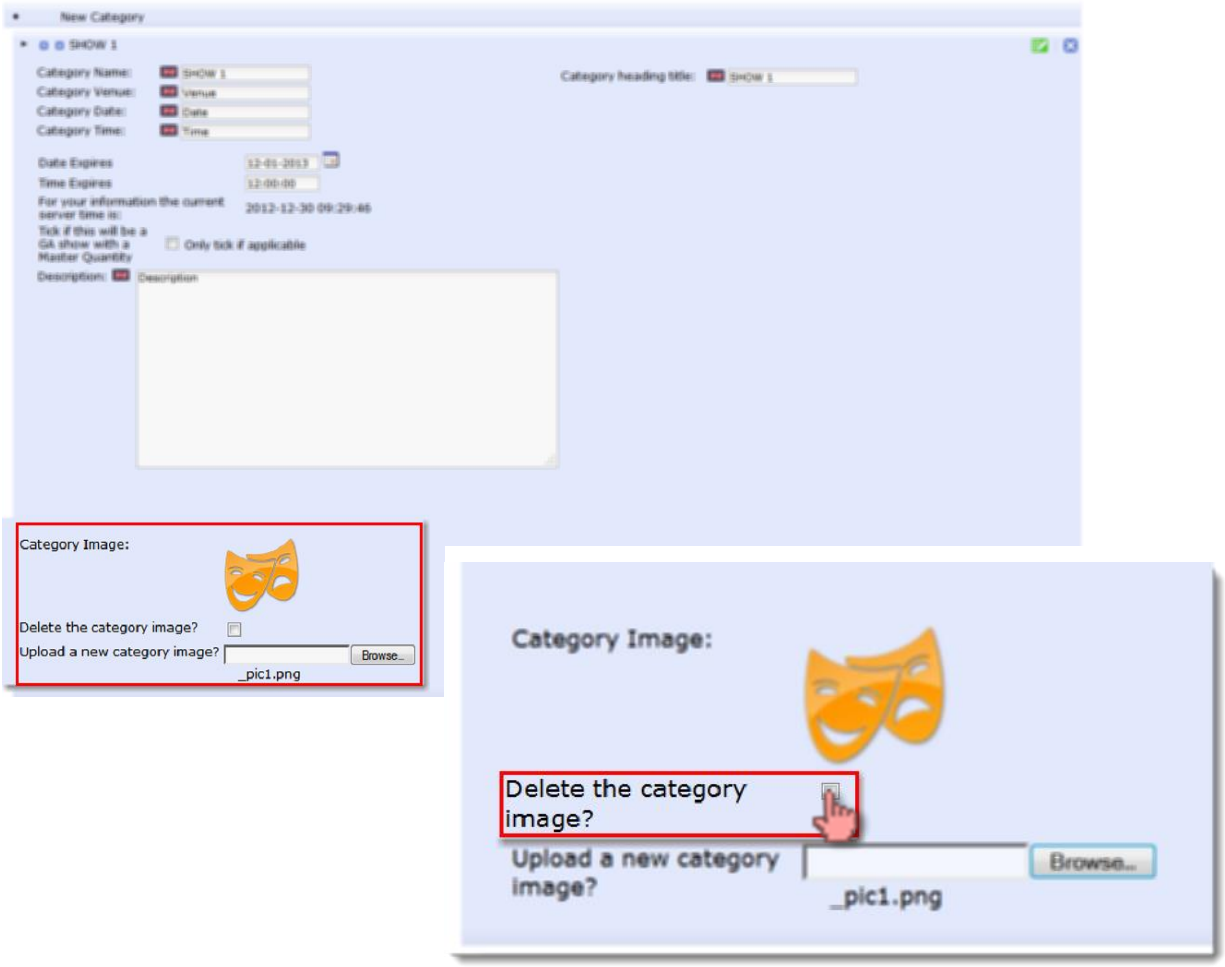
Only if a Show image is uploaded, a Delete Category Image function is enabled. There are 2 options to delete a uploaded Show image.

Admin>Product> Select and expand the Show# tab, on the 1st pane, click on the TRASH CAN

Back to Products Menu

Alternatively,

Admin>Product> Select and expand the Show# tab into the 2nd pane. At the very bottom of the Show screen, at the Category image section, tick the “delete category image”, see below;



To complete the image deletion from back and front-end, click SAVE

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Expiry/Commence Date/Time

Expiry and Commence dates are the last alternative for automatically activating and/or disabling the SHOW pages at the front end.

IMPORTANT!!! ONLY ACTIVATE AFTER ALL YOUR SET UP AND TESTING IS DONE

To hide a show automatically at the front-end at a given date (and time), a show in osConcert can be configured with an expiry DATE (and TIME).

To commence a show automatically at the front-end at a given date (and time), a show in osConcert can be configured with a commence DATE (and TIME).

WARNING: If you want to quickly undo your date settings, please simply set a datetime a few minutes ahead and let the time lapse to bring the seat plan into view. Setting the fields to zero will not work so well and you may find your seat plan has disappeared.

DEVELOPERS:

Make sure the includes/pseudo_cron_timestamp.txt is writable (CHMOD 777)

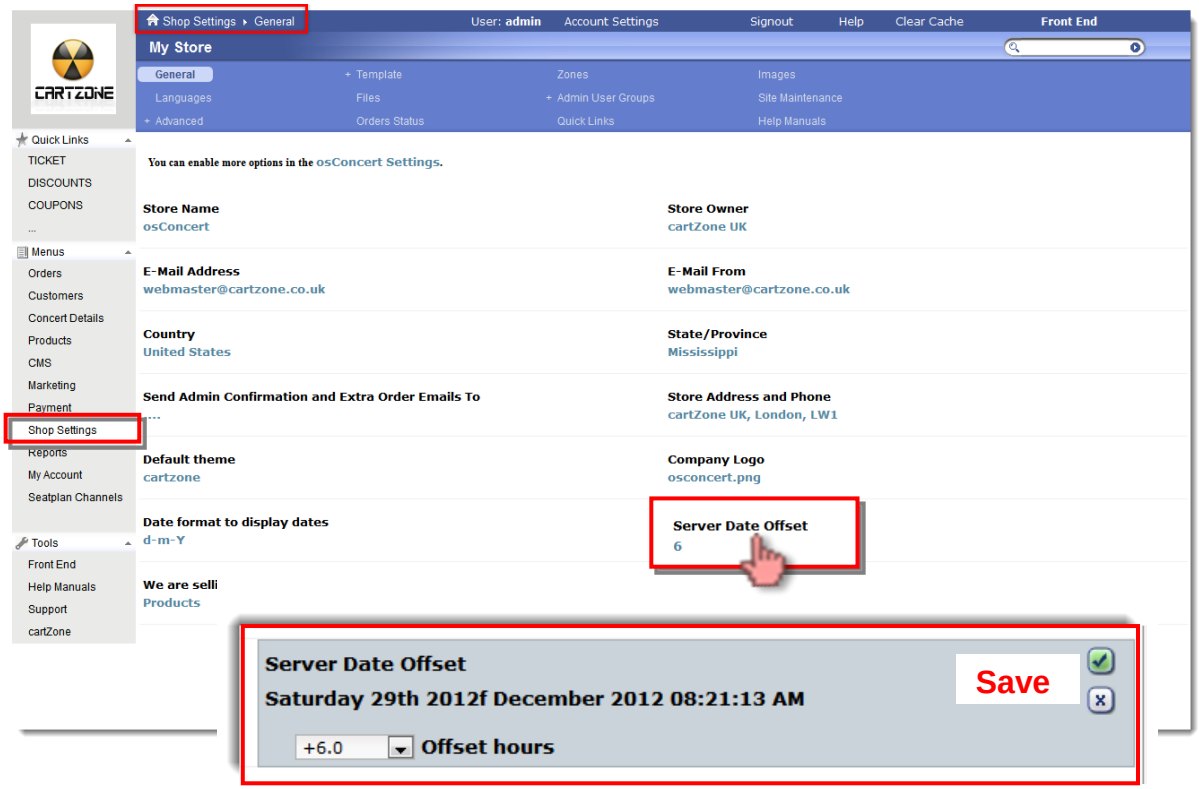
PLEASE NOTE: Server Time Off-Set

In order for the EXPIRY date/time setting to function properly, the date and time of the SERVER that is hosting your website needs to be OFF-SET to the date and time you are using osConcert in.

ATTENTION! Failure to off-set the server date/time will result in Show(s) either being hidden or continue to be displayed at the front-end at an incorrect date and time!

To off-set server date and time, please follow/configure the following steps:

Admin>Shop Settings/Server Date Off-Set



If your server is located in HOUSTON, Texas, USA and you are (selling on-line tickets in), for example London, UK, then the server time off-set needs to be set to **+6hours** and click SAVE. ***Attention! Note that off-set hours are based on GMT!***

To test if your server off-set date and time are configured correctly, it is possible to display a date and time at the front end;

Admin>Products> Date Expiry

Show Expiry Time Difference

Default setting is NO, to display the server time at the footer of the front-end **(for testing!),** change setting to YES and click the SAVE button.

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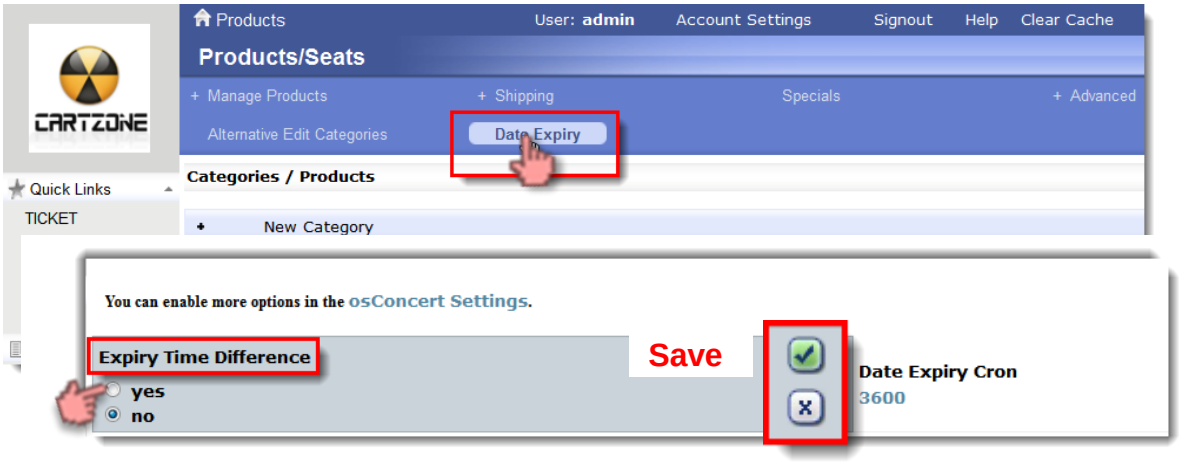
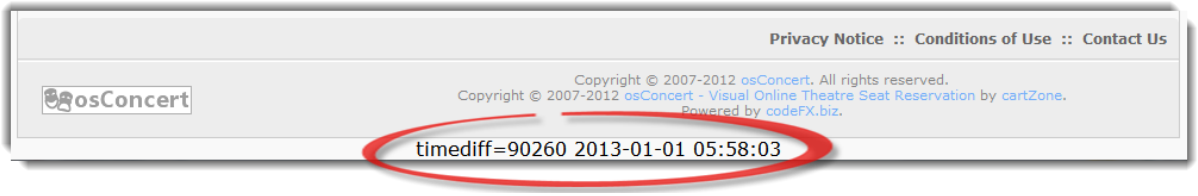


Date Expiry Cron

Cron(tabs) is a time based job scheduler for computers….in this feature osConcert uses a Psuedo Cron. For an accurate display of the off-set time, set the Date Expiry Cron to “60” (sec) and click the SAVE button.

Date/Time displayed for testing purposes at the Front End is the date and time of the very moment the page is loaded and will not change automatically without refreshing the page (F5);


Privacy Notice :: Conditions of Use :: Contact Us
osConcert
Copyright © 2007-2012 osConcert. All rights reserved.
Copyright © 2007-2012 osConcert - Visual Online Theatre Seat Reservation by cartZone.
Powered by codeFX.biz.
timediff=90260 2013-01-01 05:58:03

Attention! After testing is completed, do not forget to switch off time display

Expiry Time Difference **=NO**

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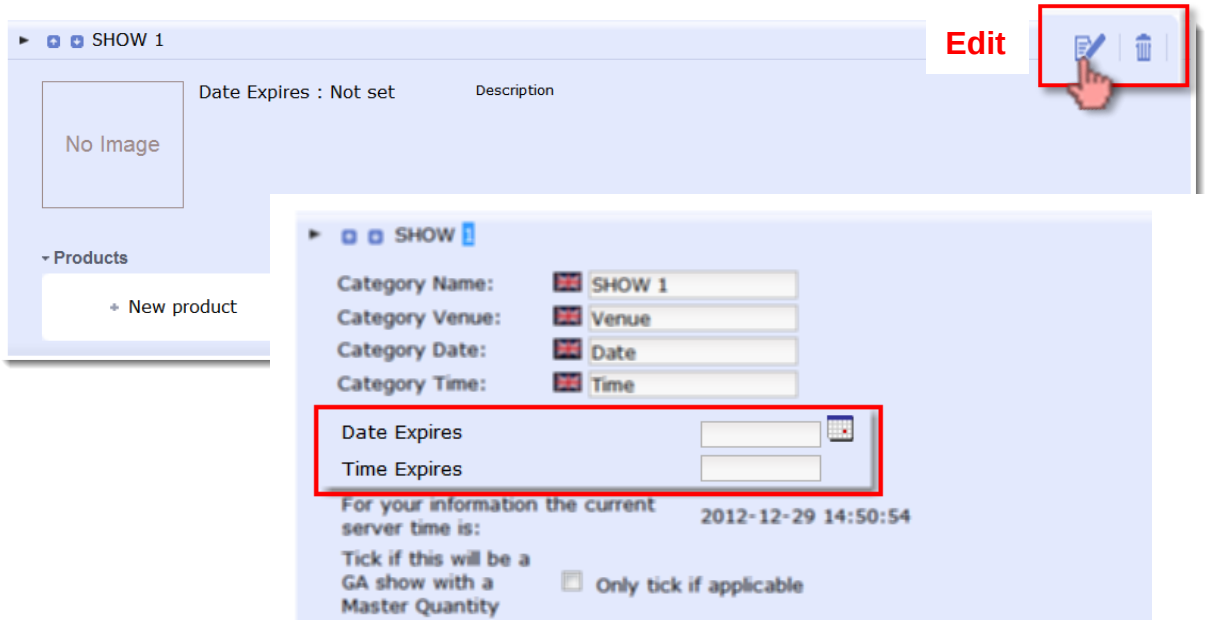
Date/Time (this show) Expires

See configuration instructions in previous section "Server Time Off-Set".

Open the Show that requires an Expiry Date and Time;

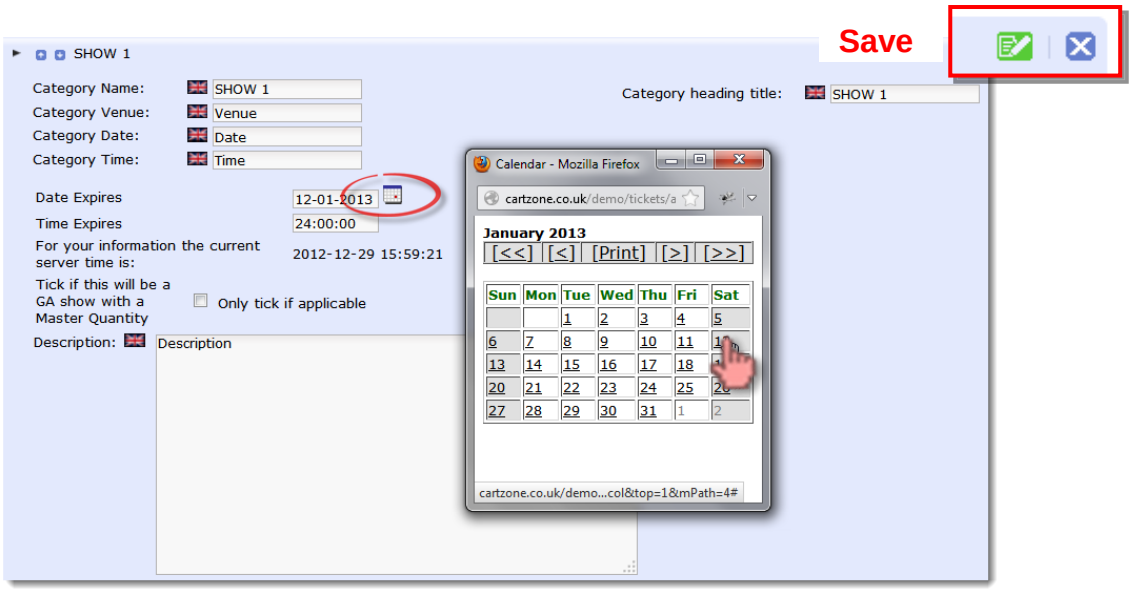
Admin>Products>SHOW #



Use the Calendar to select the required Expiry Date. Alternatively, type the Expiry Date.

Attention! When typing the date, use the date-format as configured in Admin>Shop Settings> Date format.

Type the time in the (12 or 24hr) format as configured in Admin>Shop Settings> Time format and click SAVE.



Please do note that the summary of the SHOW tab updates with the expiry date and time

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GA Master Quantity

For General Admission (GA) events, osConcert offers a Master Quantity option. A Master Quantity is often used for concession ticket sales that are created as (sub) products.

Concession tickets normally involve lesser priced tickets as a consideration and therefore you may want to 'cap' ticket quantities. The Master Quantity is **NOT** the combined total of the sub categories but is the number you decide to 'cap' ticket-sales in osConcert **as the number of available seats** the venue is offering.

If the master quantity is reached (i.e the venue is full) by 1 **or a combination of the sub-categories**, then when the order is processed and it does reach the Master Quantity figure, the code will prevent any further purchases of all ticket types.

Why do we need a Master Quantity?

When we enable the basic 'SaleMaker' Discount system Admin>Orders>Discounts>Products

A customer can only choose a 'concession' for one ordered GA Ticket at a time. That works well for a product with a quantity of one, that's why SaleMaker Discounts are useful for Reserve Seating.

But for a customer to purchase an **adult** ticket and a **child** ticket for example, we need to dedicate a whole (sub) product for each concession and then we should assign a GA Master Quantity to the category of these products because we can't sell 100 Adult Tickets and 100 Child Tickets if the Venue holds only 100 Tickets only.

Master Quantity is not an option for Reserved Seating. Master Quantity is strictly for General Admission (GA) shows.

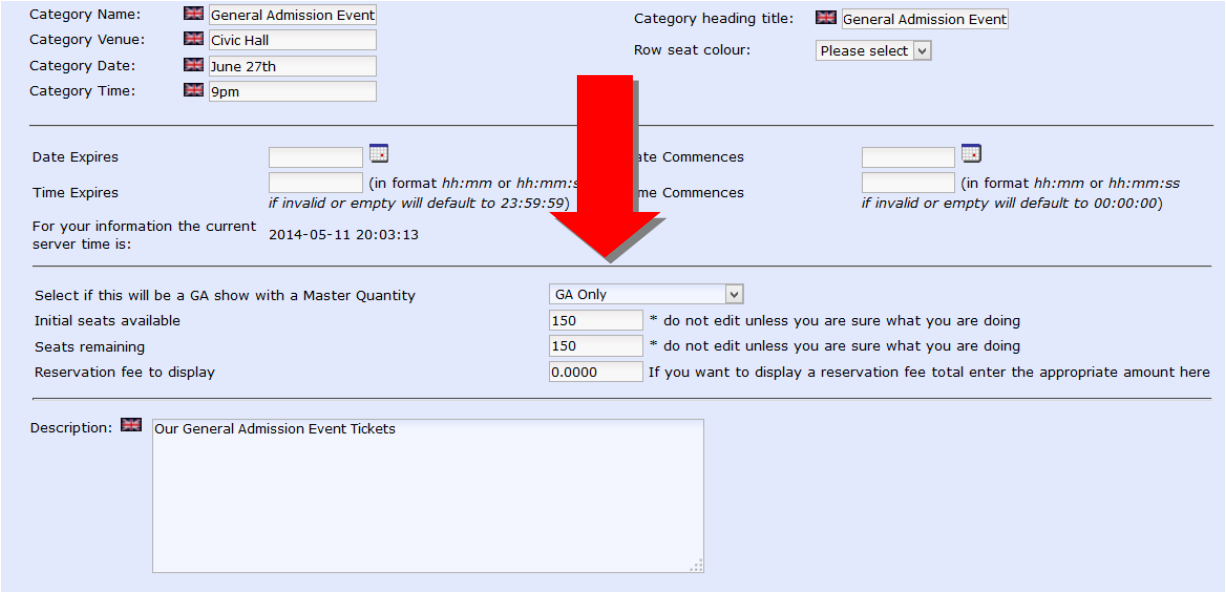
The below example explains the Master Quantity. Create or open a General Admission (GA) show in *Admin>Products*

Set initial seats remaining to the **total of seats in your venue**. Set seats remaining to the same value (or a lesser one if you wish to reserve some tickets). Make sure you save your settings by clicking the SAVE icon.

The new Master Quantity will be displayed in the SHOW-tab.

Now add ticket types to the event using '+New product'.

Note: set the individual product STOCK-QUANTITY! In order to be used with a Master Quantity, ensure stock quantities are more than the set Master Quantity. *Save your settings by clicking the SAVE icon*.


Category Name: General Admission Event
Category Venue: Civic Hall
Category Date: June 27th
Category Time: 9pm
Category heading title: General Admission Event
Row seat colour: Please select
Date Expires
Time Expires
(in format hh:mm or hh:mm:ss
if invalid or empty will default to 23:59:59)
ate Commences
me Commences
(in format hh:mm or hh:mm:ss
if invalid or empty will default to 00:00:00)
For your information the current server time is:
2014-05-11 20:03:13
Select if this will be a GA show with a Master Quantity
GA Only
Initial seats available
150
* do not edit unless you are sure what you are doing
Seats remaining
150
* do not edit unless you are sure what you are doing
Reservation fee to display
0.0000
If you want to display a reservation fee total enter the appropriate amount here
Description:
Our General Admission Event Tickets

If you DO NOT require a MASTER QUANTITY …DO NOT activate this feature at all.

NOTE: It is advisable to HIDE the visible quantity count that is usally enabled for GA products.

e.g **Adult** (150)

Got to Admin>Shop Settings>osConcert Settings>**Hide GA Quantities**=yes

Now we should have a list of concession products e.g Adult, Child and Senior Citizens and the Front End should look like this at the outset.

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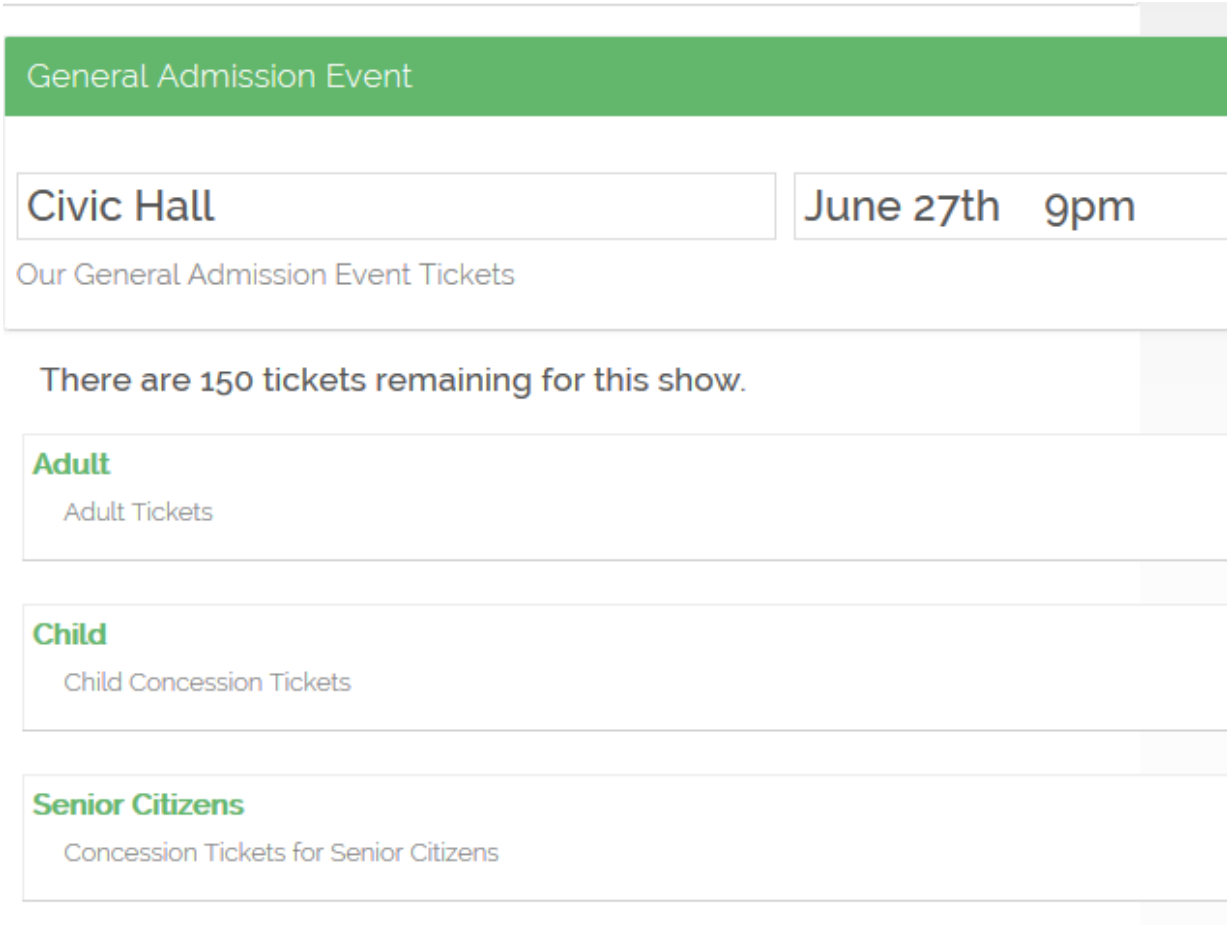
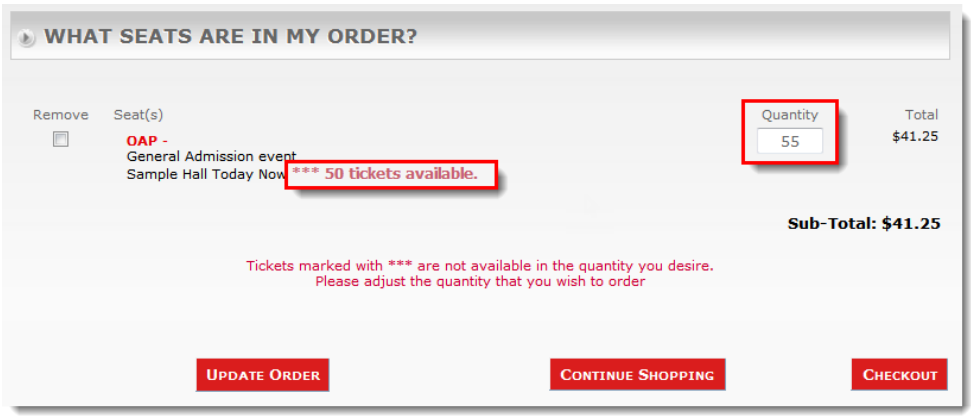


Clicking the 'order' button will take a customer to the page for that ticket – here there will also be a reminder as to how many tickets are available:

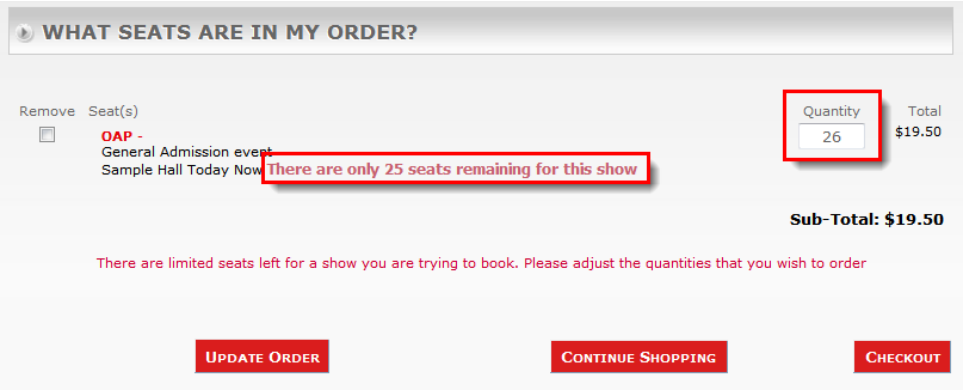
*Note that this total is valid at the point the page loads and does **not** include quantities in this customer's (or any other customer's) basket – only those tickets already (physically) sold*

In case a customer is trying to buy too many tickets the following happens:

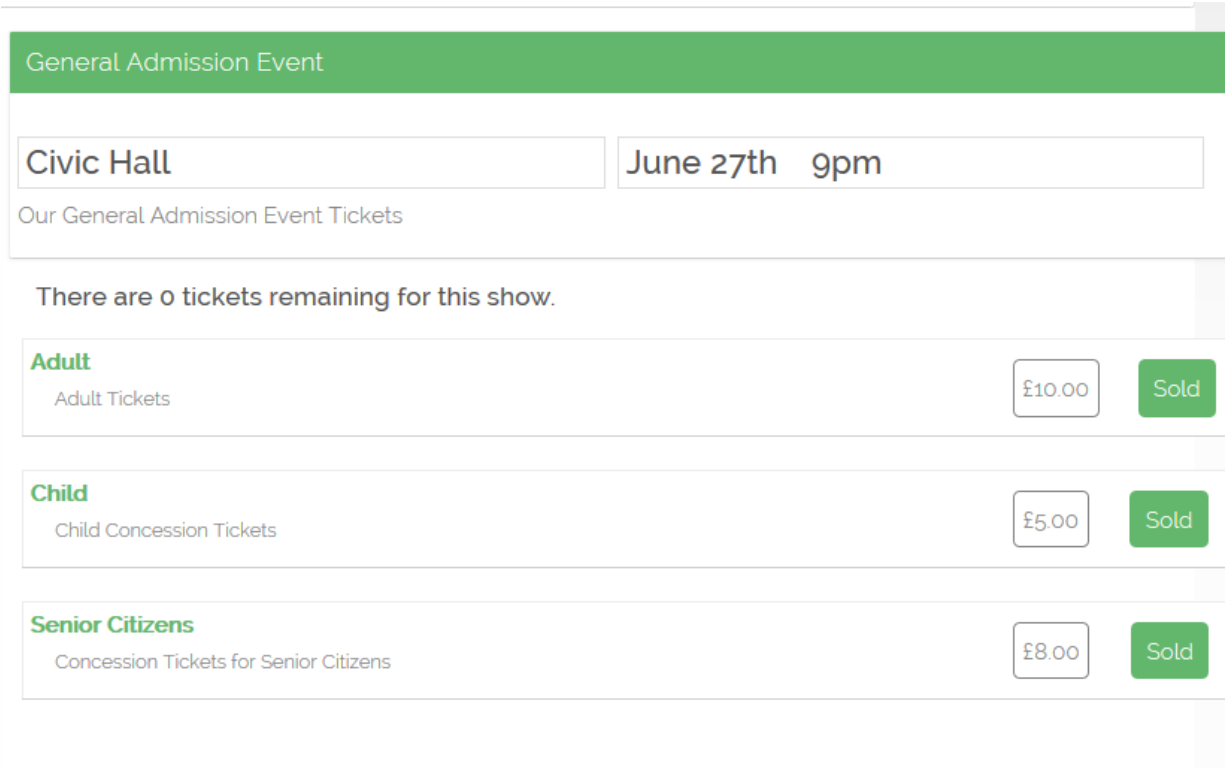
If the customer is trying to order more tickets than there are available in the respective category, the customer will get redirected to MY ORDER and a message will show;



If the customer is trying to order more than the remaining Master Quantity figure, then when they try to Check out the customer will get redirected to their "MY ORDER" with the 'remaining seats' message as shown



If eventually the master quantity is reached (i.e. the venue is full) then when the order is processed that reaches that figure the code will prevent any further purchases of all ticket types: There will be a message “There are 0 seats remaining for this show. All ORDER buttons will change to “SOLD”.



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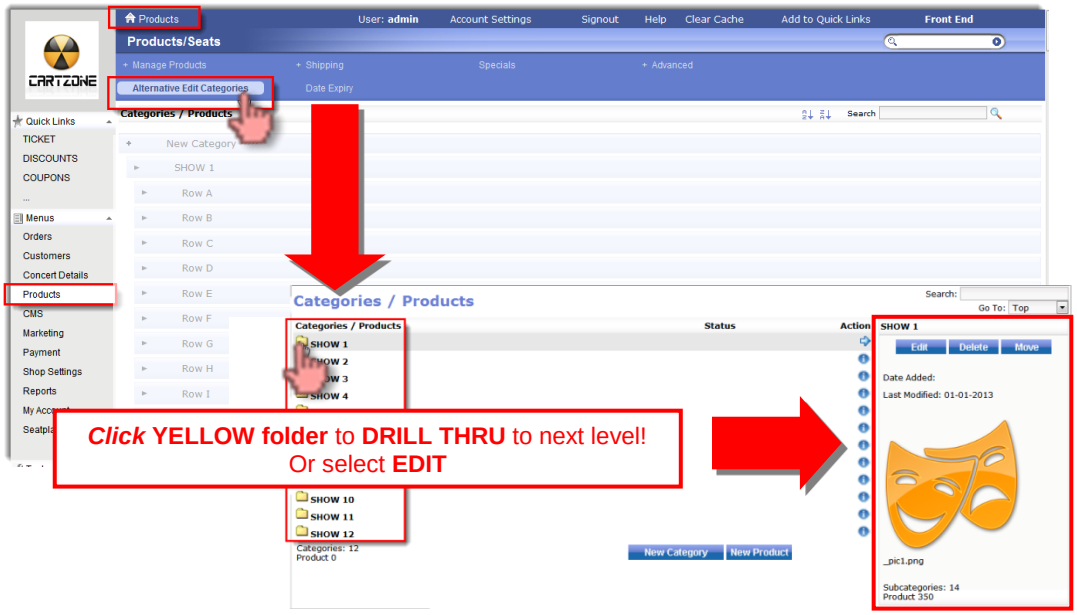
Alternative Show editing

Alternative Edit Categories

This is the original shopping cart Category and Product Editor and is useful when a user needs to put a lot of seats out of stock quickly. In fact there is an option to HIDE seats from the seat plan completely and this alternative editor is ideal for that task until we improve the product editor for a future version.

Admin>Alternative Edit Category



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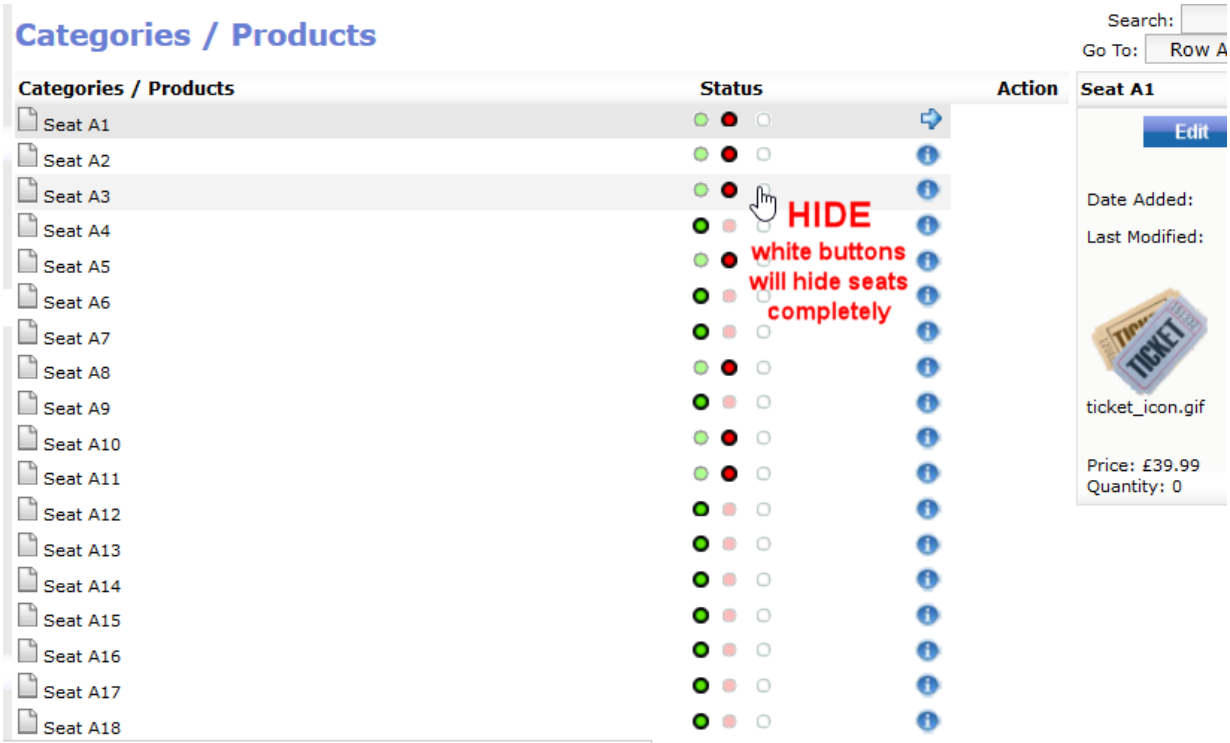
To edit the next level:



Click seats OUT OF STOCK by clicking Status = RED
Click seats IN STOCK by clicking Status = GREEN

Clicking the WHITE button will HIDE the seat cell completely (blank)
Useful if you want to hold back a row of seats.

Color banding

Color banding is referring to the colors used to identify and categorize seats in loaded seat-plans whereby each color represent a price range and/or a category (eg Stalls, Balcony, VIP, Student, Child etc).

An automatic legend above the seat-plan at the front end displays all the colors/prices and any tickets that are currently in your seatplan, shopping basket or already sold (reserved).

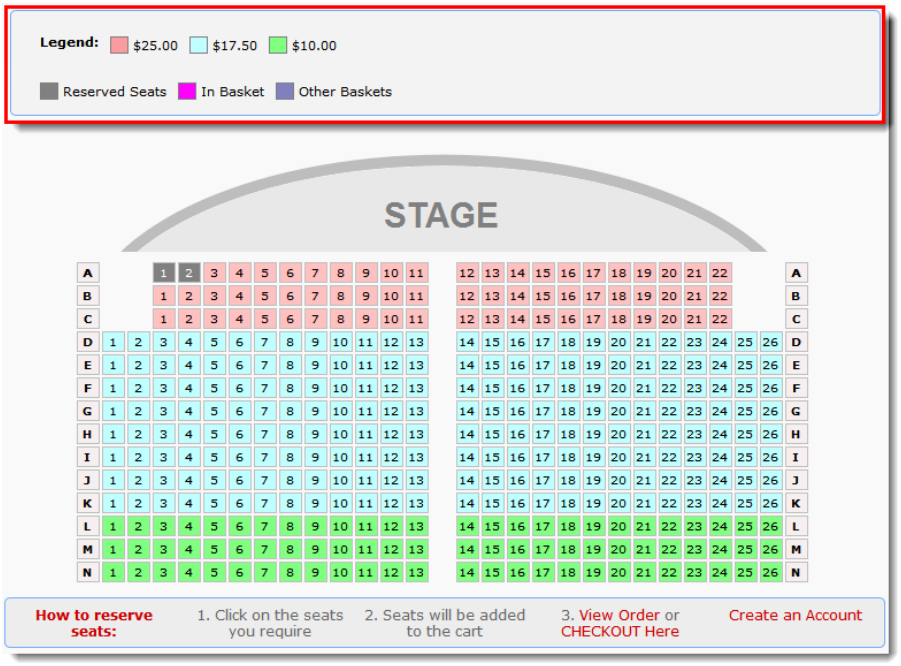
osConcert is using a few colors by default (for example **dark grey** for 'reserved/seats'). The following color-banding colors can be selected for color banding of seats;

Attention! COLOR BANDING NAME = ALL SMALL CAPS! (characters)!

Color-banding:	Color:	Hex RGB:
red		#FA9C9F
blue		#C0FFFF
green		#80FF80
yellow		#FFFFC0
fuchsia		#FFC0FF
salmon		#FA8072
teal		#008080
orange		#FFA500
palegreen		#98FB98
skyblue		#87CEEB
thistle		#D8BFD8

DEVELOPERS: Color can be edited in the seatplan.min.css ithe templates css directory

Back to Products Menu


Legend: $25.00 $17.50 $10.00
Reserved Seats In Basket Other Baskets
STAGE
How to reserve seats:
1. Click on the seats you require
2. Seats will be added to the cart
3. View Order or CHECKOUT Here
Create an Account

A user is able to edit the color banding of individual seats in Admin>Products by drilling down to the individual product and in the TYPE tab change the color there. But if you want to change whole Row Categories, we have a feature in the Category Edit>Row seat color

Choose a sub-category of seats/products and open it up for editing. There will be a drop down menu of colors.
Select a color and save the category. On the Front End …that whole row of seats will be your chosen color banding.

DEVELOPERS TIP:
Use this SQL query in phpMyAdmin to quickly clear all test orders and make the orders tables ready.
TRUNCATE TABLE orders;
TRUNCATE TABLE orders_products;
TRUNCATE TABLE orders_status_history;
TRUNCATE TABLE orders_total;
TRUNCATE TABLE orders_products_attributes;
TRUNCATE TABLE payment_response;
TRUNCATE TABLE paypalipn_txn;

IMPORTANT: if you have an extra table in the database for your Payment Gateway. Remember to TRUNCATE that too!!

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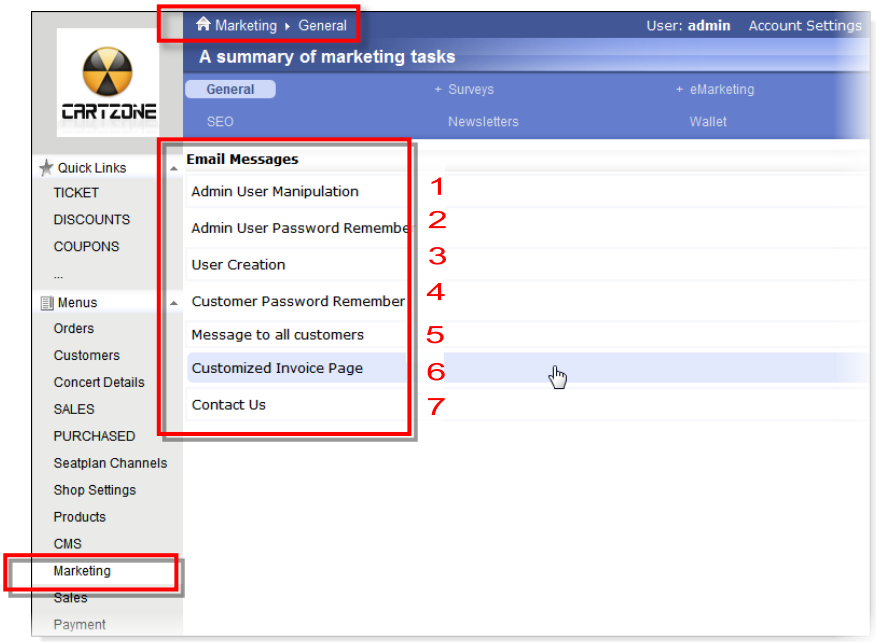
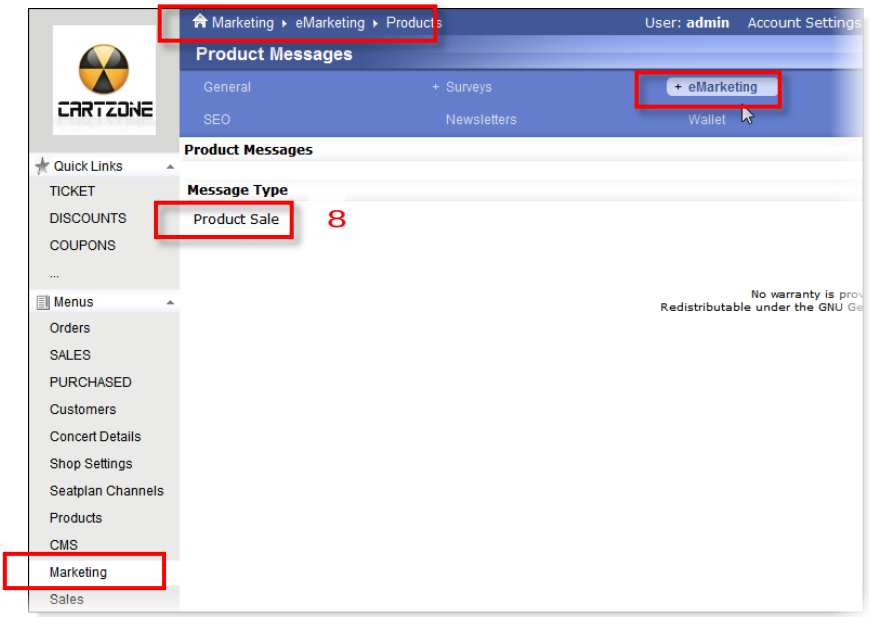
4. Marketing

Marketing Templates.
One of the nice features of osConcert is the editable built-in set of templates for email responses and a custom invoice. These email-templates have default reply email-addresses and subject lines and you will need to change these details to your own details and wishes.

There are total 8 editable email Templates stored in 2 sections of osConcert; **7** USER related Templates in *Admin>Marketing>General*;



Email receipt template in *Admin>Marketing>eMarketing>Products*;



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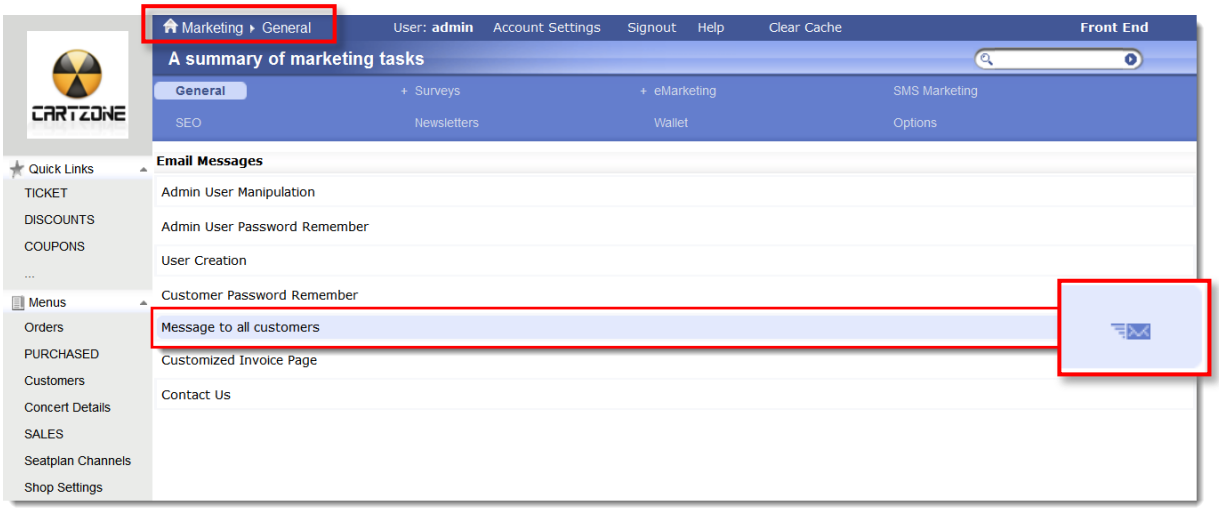
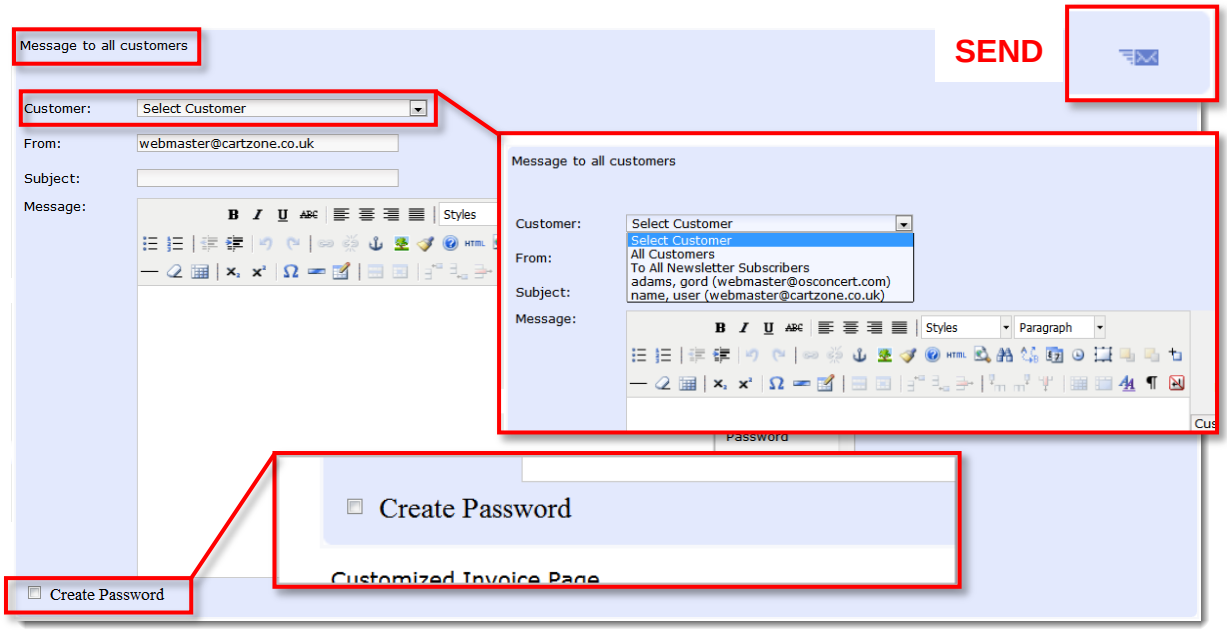
Message to All Customer -Template

In *Admin>Marketing* click to expand the “Message to All Customers”. Click the small envelope to open the WYSIWYG editor.



Select the Customer(s) via the pull-down option you want to email this message to;



Create a text and add/remove the %%field%% references as you wish. Do not forget to edit the “From” field and fill out the Subject line.

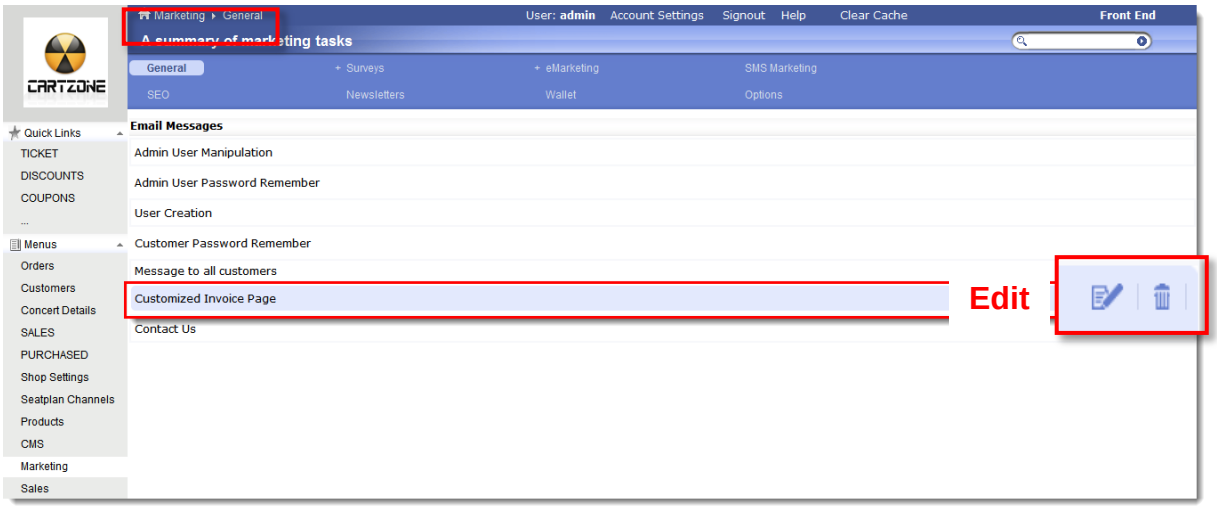
NOTE the tick-box “CREATE PASSWORD” in the lower section (this can be handy in case you need to inform all your customers a new user password).

IMPORTANT; when you click the SEND envelope, your email will be uploaded to your server and the following warning message will show; Click “SEND EMAIL” or “CANCEL”.

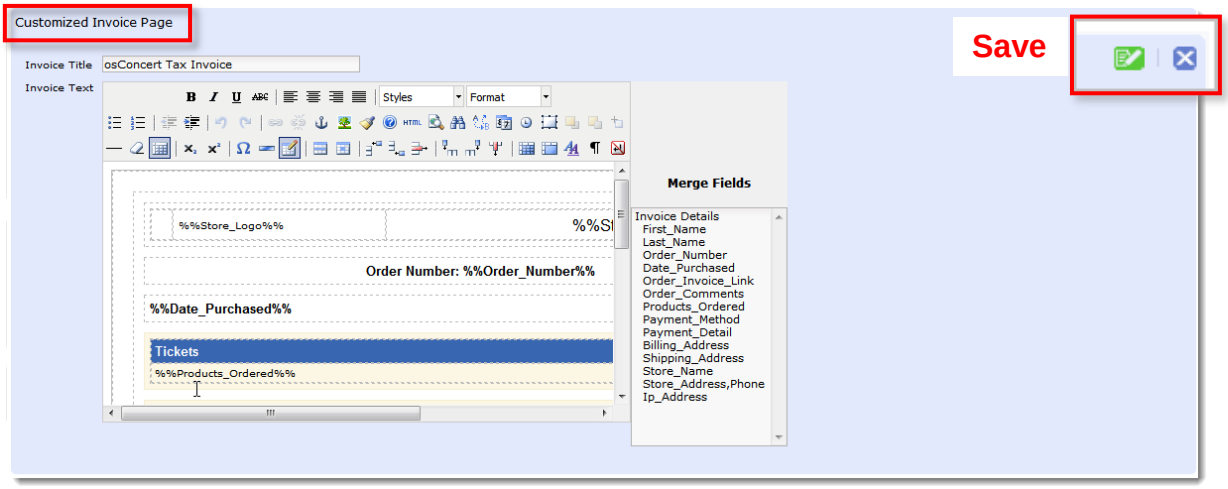
Customized Invoice Page – Template

The “Customized Invoice Page” in *Admin>Marketing* is an important template to use in osConcert. This template is for the Printable INVOICE in the CUSTOMER ACCOUNT (eg the customer section where customers can check their account and orders).

Click the *Admin>Marketing>Email messages>Customized Invoice page*

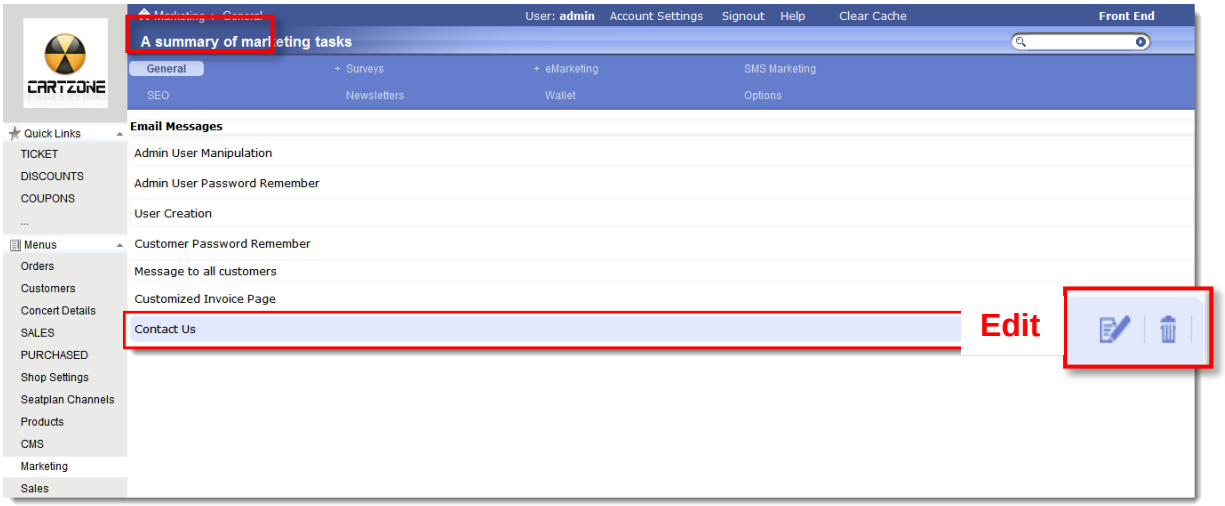


Click on the EDIT option to open the WYSIWYG editor. Edit the text and insert/remove the %%field%% references as you wish. Do not forget to click the SAVE option to save all your settings.

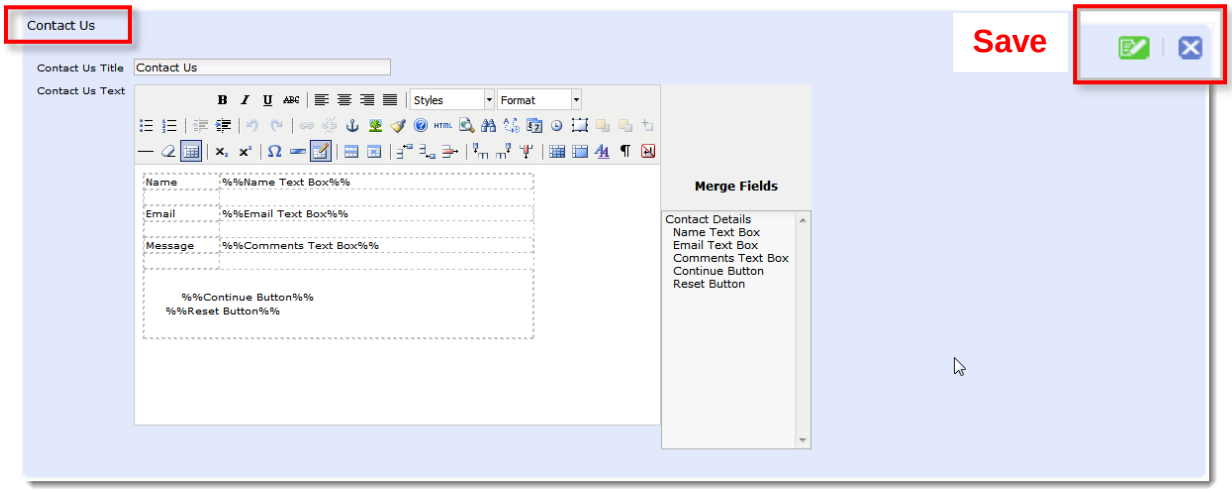


Contact Us –Template

In *Admin>Marketing* click to expand on the “Contact Us Template” Click on the EDIT option to open the WYSIWYG editor.



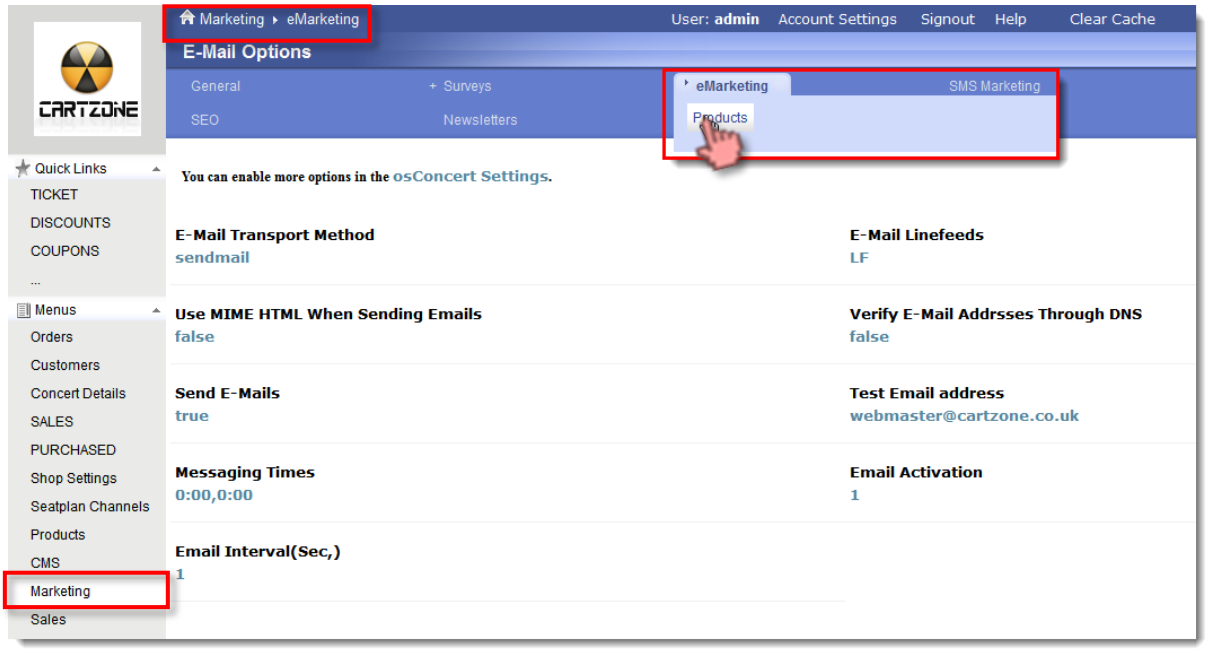
Edit the text and add/remove the %%field%% references. Do not forget to click the SAVE option to save all your settings.



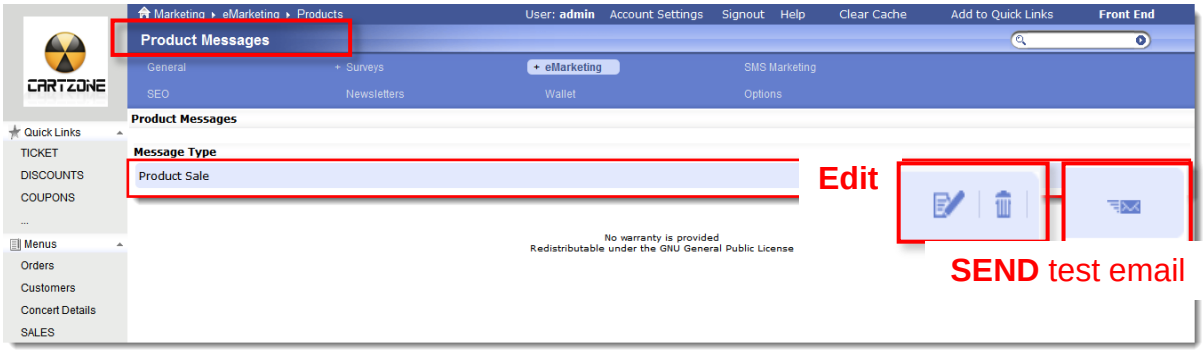
Product Sale –Template

IMPORTANT! The "Product Sale Template" is located in; *Admin>Marketing>eMarketing>Products*

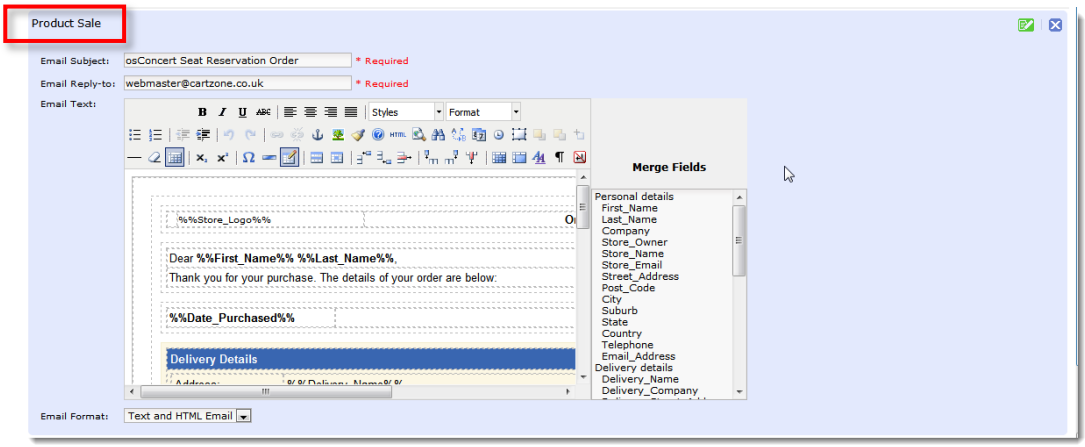
The "Product Sale Template" is used for the EMAIL RECEIPT that every customer will receive after completion of the sale. This template also has an option to send a "Test" email. *Admin>Marketing>eMarketing>Products*



Click EDIT to edit text in WYSIWYG or click the small envelope to send a Test Mail.



Edit the text and add/remove the %%field%% references as you wish. Do not forget the required "Subject" and "Reply-to" fields. Click the SAVE button to save your settings.

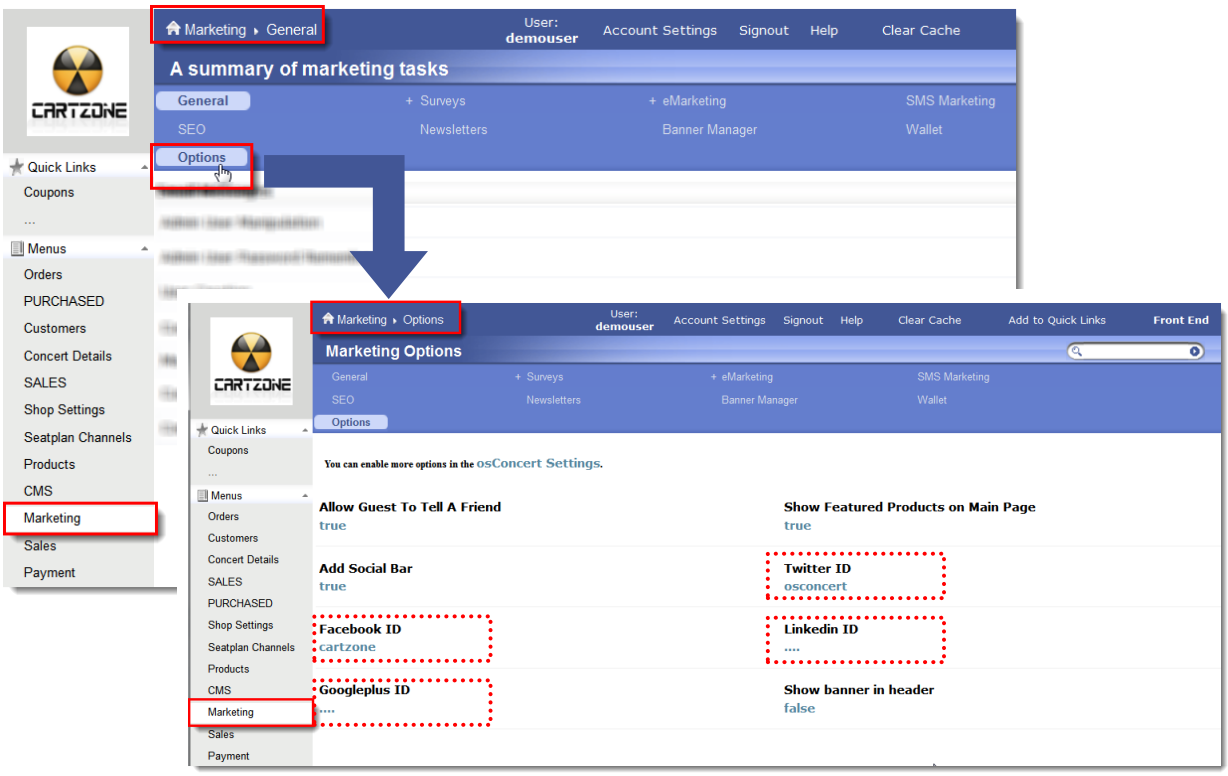


DEVELOPERS: edit 'email_messages' table directly to add a bunch of html

Social Networking

osConcert has a build-in Social Networking-bar that, when enabled shows your social networking icons for Twitter, FaceBook, Linkedin and Googleplus.

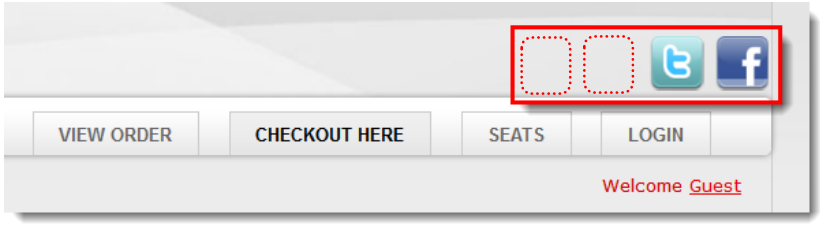
Admin>Marketing>Options



Add social bar

Set to TRUE will display a social networking bar in the right top corner of the osConcert header at the front end. Default=TRUE

Note; only if an ID is edited, the respective social network icon is enabled. No ID=No icon..



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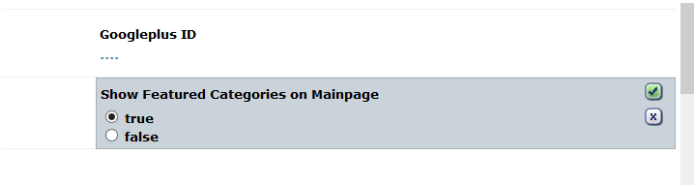
Twitter ID	Edit your Twitter ID here to be displayed in the Social Networking bar in front end Header. Note; see 'Add social bar'.
Facebook ID	Edit your Facebook ID here to be displayed in the Social networking bar in front end Header. Note; see 'Add social bar'.
Linkedin ID	Edit your Linkedin ID to be displayed in the Social networking bar in Header. Note; see 'Add social bar'.
Googleplus ID	Edit your Googleplus ID to be displayed in the Social networking bar in Header. Note; see 'Add social bar'.

DEVELOPERS: edit file includes/modules/socialbar.php

Featured Categories

The most recent version March 2015 we have added the option to show a responsive image gallery of the featured category events. For this to be most effective you'll need to have a good image loaded for each SHOW category. See

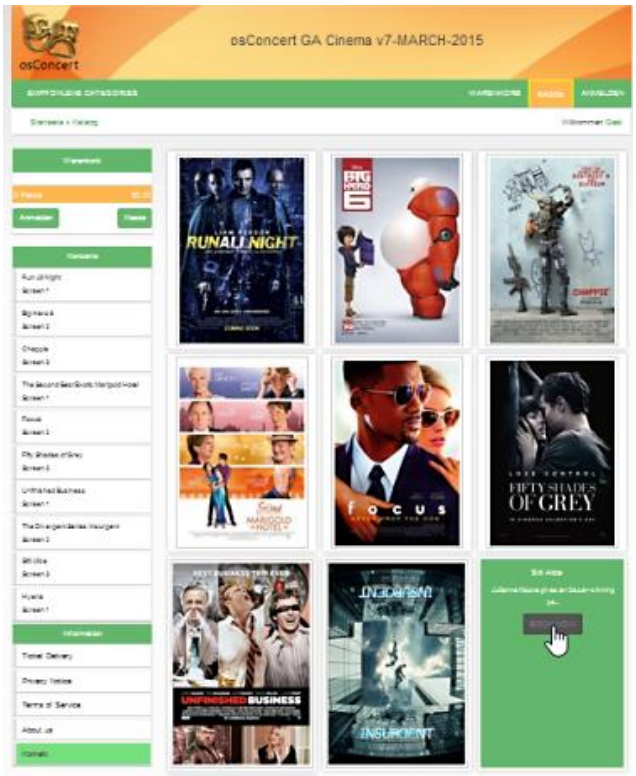
When **Admin>Marketing>Options>Show Featured Categories on Mainpage = true**
we can display all the ACTIVE events as clickable images with ORDER NOW buttons, text and short descriptions on mouseover.



The ACTIVE shows are the events you have listed (active '**green**' button in Admin>Concert Details)

We can even erase all Homepage data Admin>CMS>Homepage>Edit and simply have the featured categories the first information your visitors see at the homepage…..as Featured Categories

Here's an example from our demonstration GA Cinema product.



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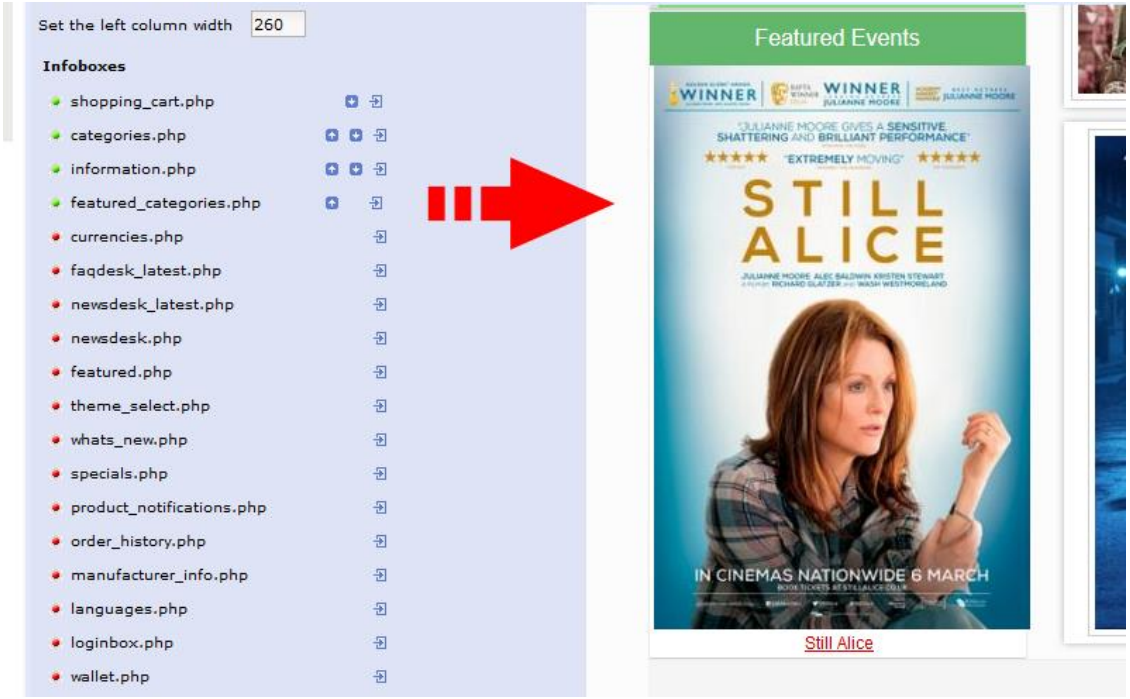
Furthermore we can also activate a Left Column InfoBox>Featured Categories and have a random featured category image to further publicize events in your osConcert



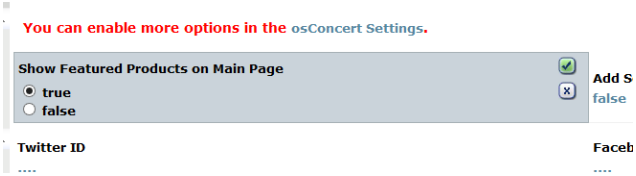
Featured Products

Similar to the Featured Categories we can do the same for certain Featured (GA) Products

In Admin>Products>Featured GA Products>New Products

This is useful if you have only one GA product in it's own category such as a single General Admission event with a quantity.
Otherwise be careful how you use this feature….it may not be suitable

We can select products from our GA stock and have them be featured as a 'responsive' clickable image gallery when we activate the **Admin>Marketing>Options>Show Featured Products on Mainpage = true**



As with Featured Categories we can also activate a Left Column InfoBox>Featured to show random featured products (Ga products/events)

Warning: If this option is enabled and there are no featured products selected, osConcert will show some text – sorry nothing here!

It aslo worth mentioning that there is a Expiry Date feature for each selected product. It may be useful for selling merchandise products also.

5. Sales

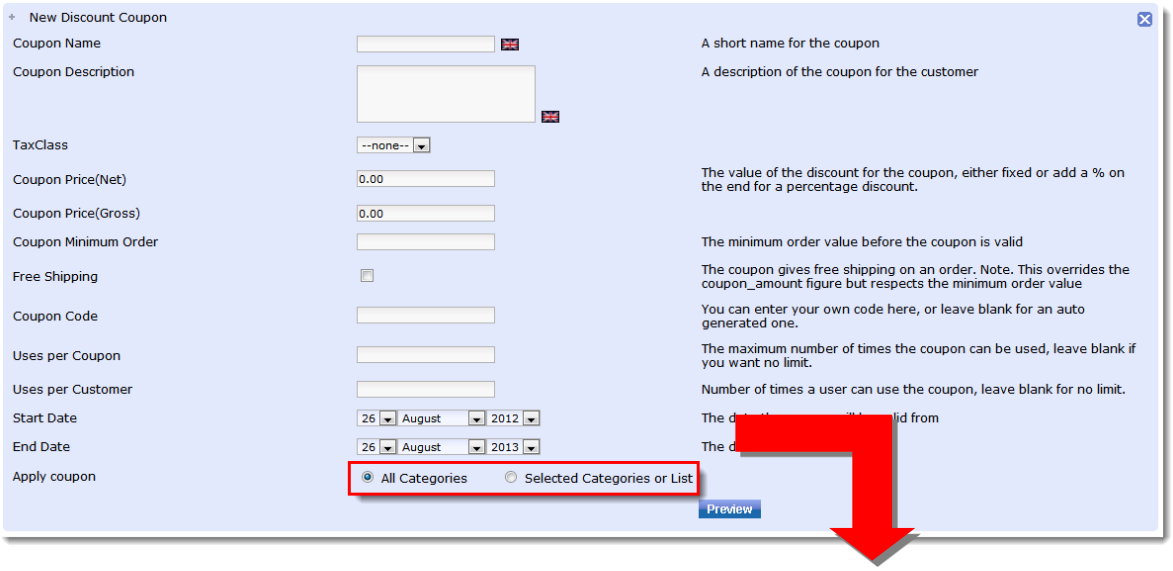
Sales Discount-Coupons

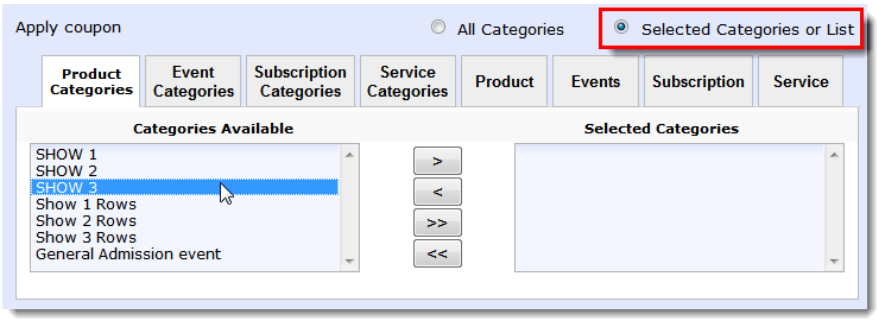
With osConcert it is possible to generate Discount-Coupons or Vouchers.

Admin>Orders>**Vouchers/Coupons>Discount Coupons** **(Enable existing Coupons here)**

Goto Admin>Orders>**Vouchers/Coupons** **(Set up new coupons here)**

Click the 'New Discount Coupon'. *Create the conditions* for your Coupon with the help of the guide on the right side.


New Discount Coupon
Coupon Name
A short name for the coupon
Coupon Description
A description of the coupon for the customer
TaxClass
--none--
Coupon Price(Net)
0.00
The value of the discount for the coupon, either fixed or add a % on the end for a percentage discount.
Coupon Price(Gross)
0.00
Coupon Minimum Order
The minimum order value before the coupon is valid
Free Shipping
The coupon gives free shipping on an order. Note. This overrides the coupon_amount figure but respects the minimum order value
Coupon Code
You can enter your own code here, or leave blank for an auto generated one.
Uses per Coupon
The maximum number of times the coupon can be used, leave blank if you want no limit.
Uses per Customer
Number of times a user can use the coupon, leave blank for no limit.
Start Date
26 August 2012
End Date
26 August 2013
Apply coupon
All Categories
Selected Categories or List
Preview



Usually the "All Categories" is suffice but you can apply the discount coupon to a certain category or product.

Click the PREVIEW button and click the CONFIRM button

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This should save the coupon to the Coupon Name list and you'll need to click the status button from **RED** to **GREEN** to activate it.

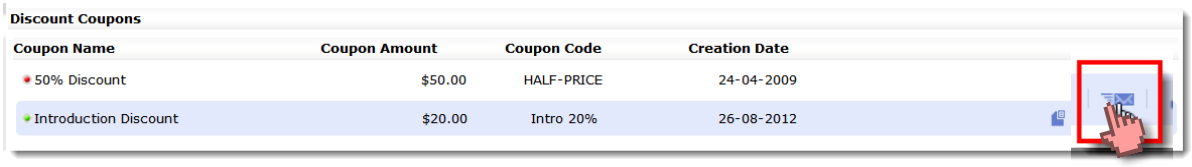
That should have created and activated a coupon and its COUPON code that you can send to your customers.

But before we do that we should also set the Order Totals in the osConcert to display coupon discount correctly at checkout.

Admin>Payment>Advanced>Order Totals

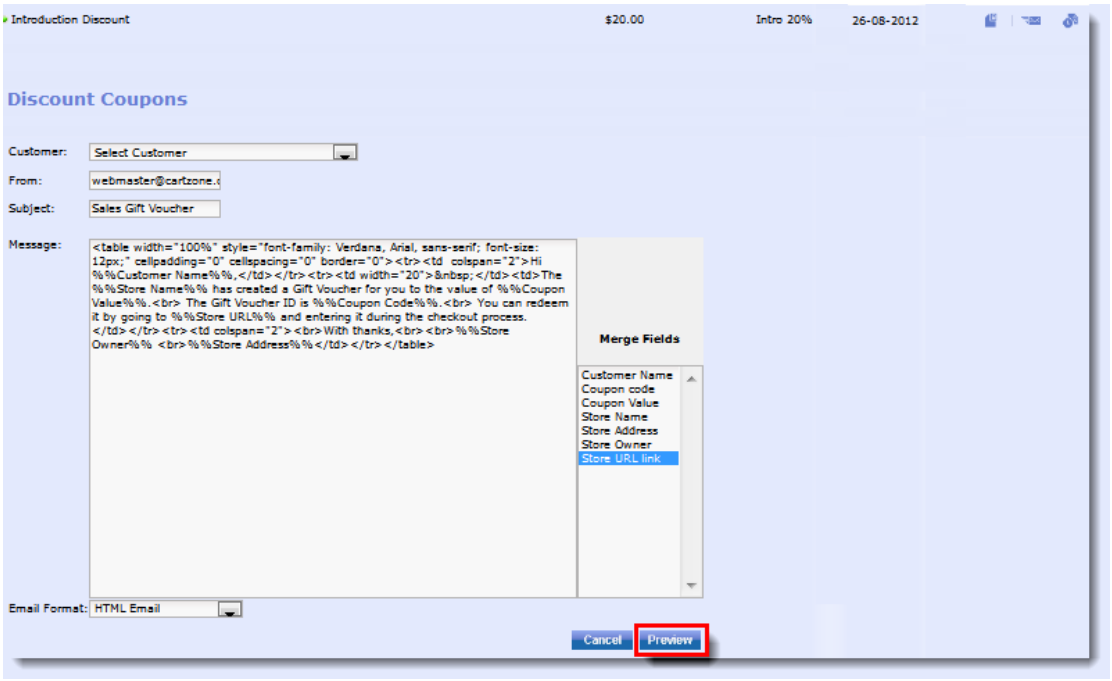
In the Oder Totals module first DELETE the already installed modules (SubTotal, Total etc) and then RE-INSTALL with Discount Coupons most likely your first module, followed by SubTotal and then Total module. This will give a correct order display in the checkout confirmation page.

Emailing Discount Coupons
After the Discount-Coupon is created it can be emailed to your customers. Click and highlight the Coupon-tab and click on the EMAIL icon to open the coupon-email generator.



From the pull down menu, select to whom you want to email the Discount Coupons to.

Use the wysiwyg editor to edit the Discount Coupon text.



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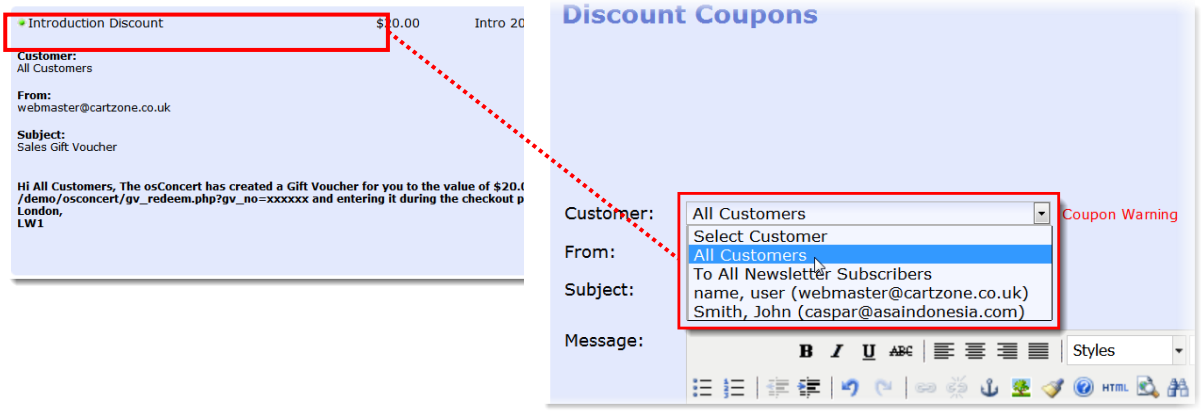
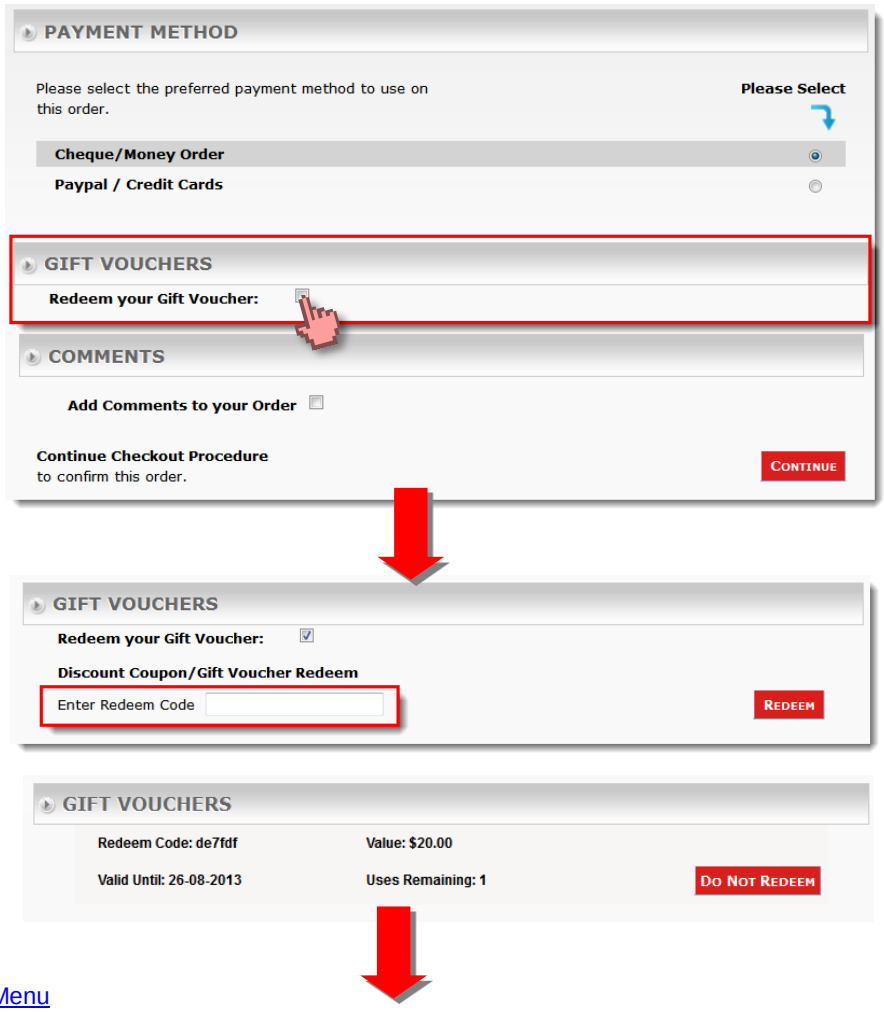
Click the PREVIEW button to preview the Discount Coupon Email. Then click the SEND EMAIL button.



Your customers will receive the Coupon by email. All a customer need to do when they receive the COUPON code from you, is tick the Redeem Gift Voucher tick-box on the front end and enter the Voucher code in the appropriate REDEEM box where it now appears in the checkout process.

Note that the discount will be calculated and shown in all Order Details and in Reports inside osConcert.



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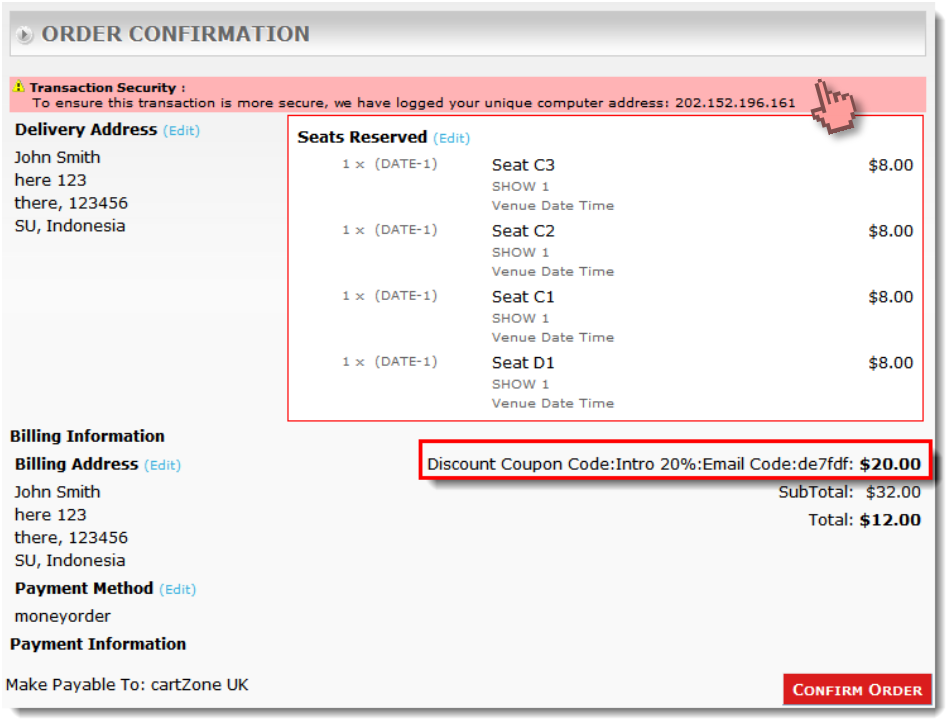

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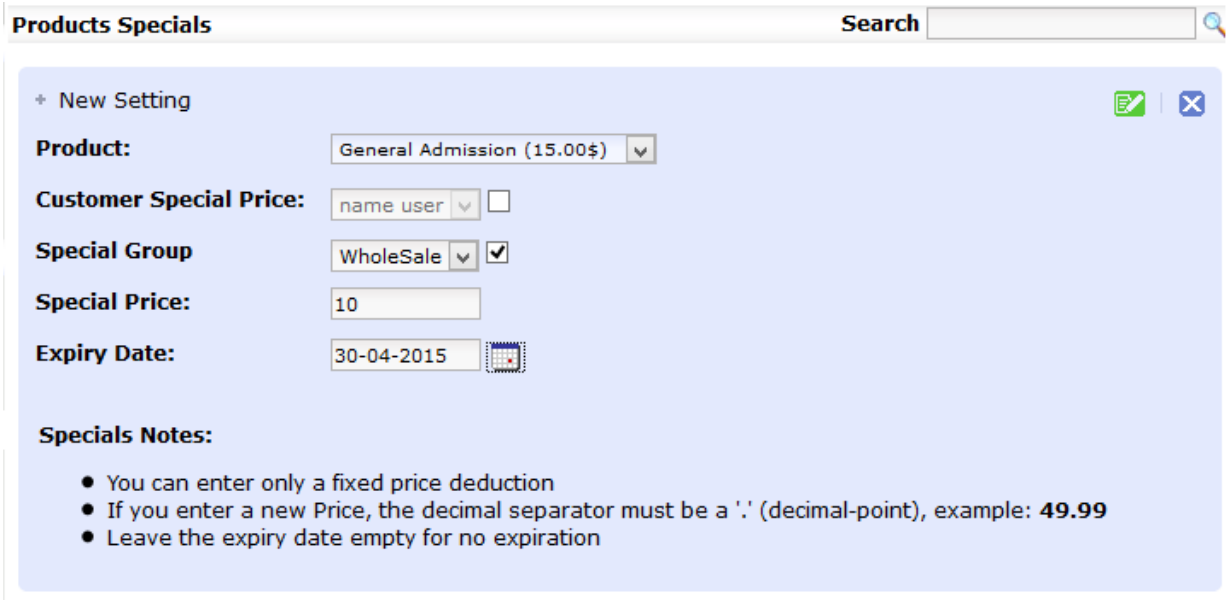
Specials Discount

Admin>Products>Specials

Can be used to give a select Registered Customer or Customer Groups a Special Price for chosen products and these products can have an expiry date set.



Sale Maker Discounts

Admin>Orders>Discounts>Products>SaleMaker

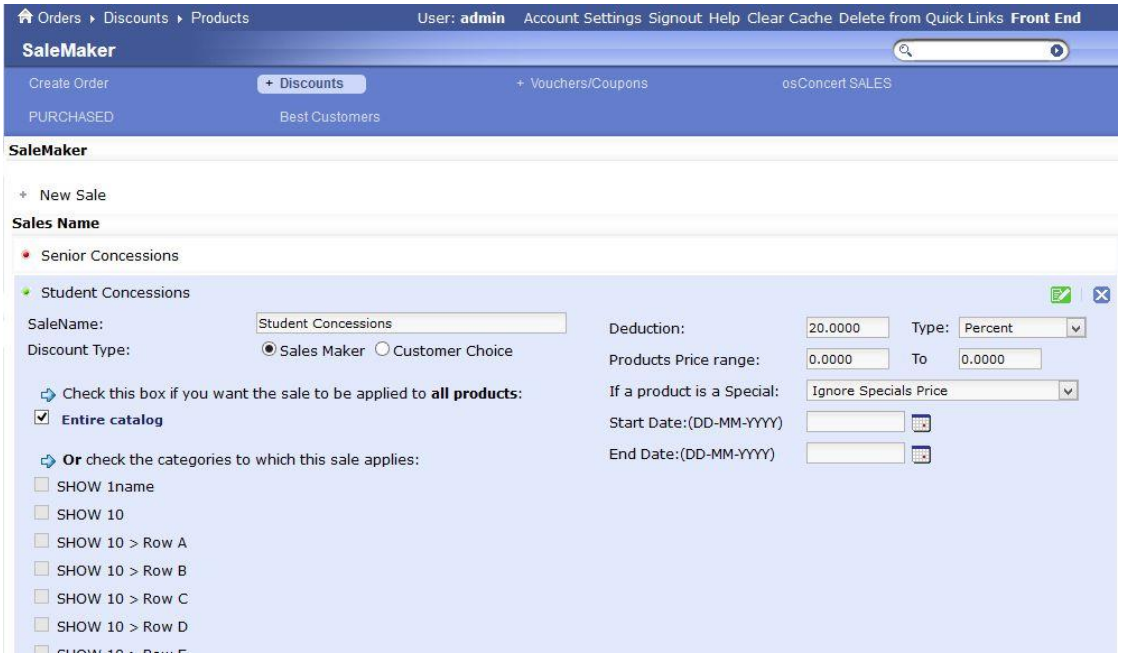
SaleMaker gives us the ability to set discounts for our seat products/tickets, either in a direct way or as a customer choice.

The popular option is '**Customer Choice**'…great for setting concession types. We can presume the default price is an Adult Ticket, while setting a Child Discount, Student Discount or Senior Citizen Discount for example.

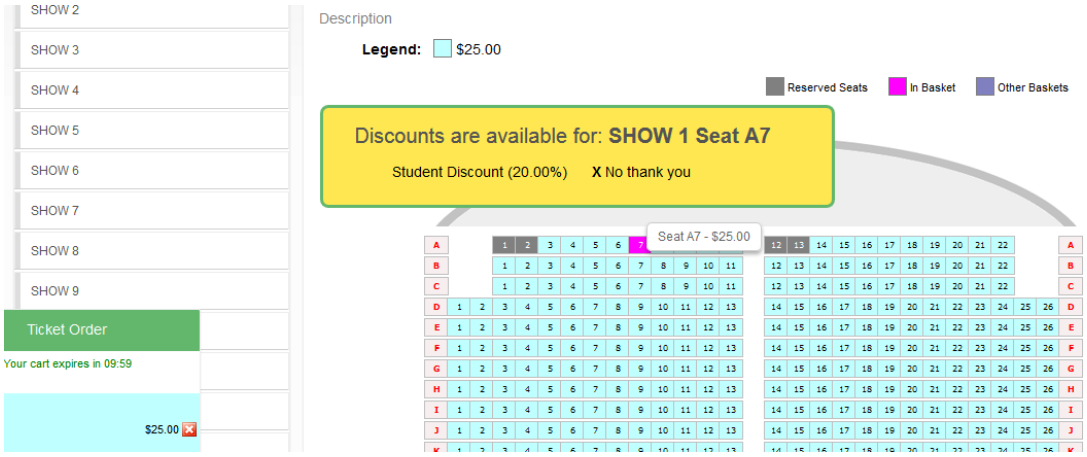
In osConcert Version 7 everytime a visitor selects a seat from the seat plan a pop up box will appear with the options to select discount. If discount is not the choice the pop up will disappear…..if discount is chosen from the options the discount is immediately applied to the shopping cart.

SalesMaker Discounts can be applied for 'Entire Catalog' or selected Categories and Products

This also works well for some GA (General Admission) products, although we may need to utilize a GA Master Quantity for some scenarios. See **Master Quantity**



Here's the pop up box at the Front End



DEVELOPERS: If you need to edit style and resize this pop up box the code is in the Templates/cartzone/css/stylesheet.min.css as div#ticket_discount{position:absolute;z-index:100;height:100px;min-height:70px;display:none;margin:10px 0 0 0px;padding:5px 15px}

The Width and Height can be configured in Admim>Shop Settings>Advanced>osConcert Settings

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Discount Reports

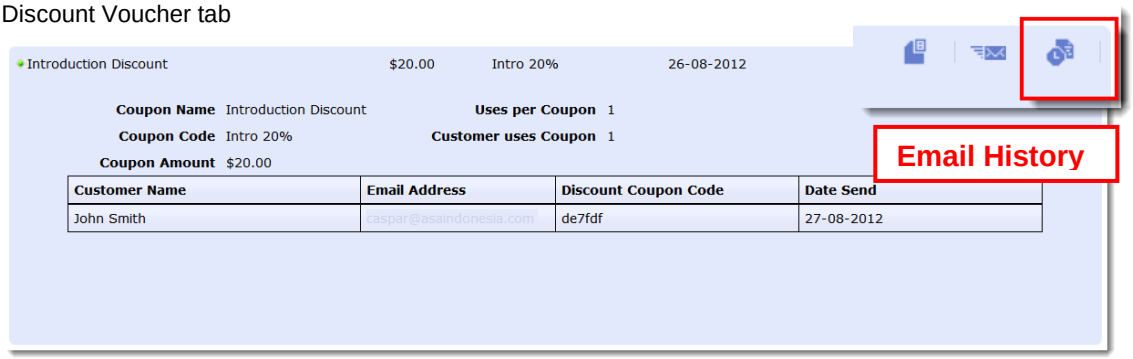
OsConcert has reports to manage and monitor Discount Vouchers.

Discount Usage

To check on the Discount Usage, check the *Admin>Sales>Discount/Vouchers* tab

Discount History

For a History of emailed discount vouchers, *Admin>Sales>Discount/vouchers*, click the Email History icon on the Discount Voucher tab



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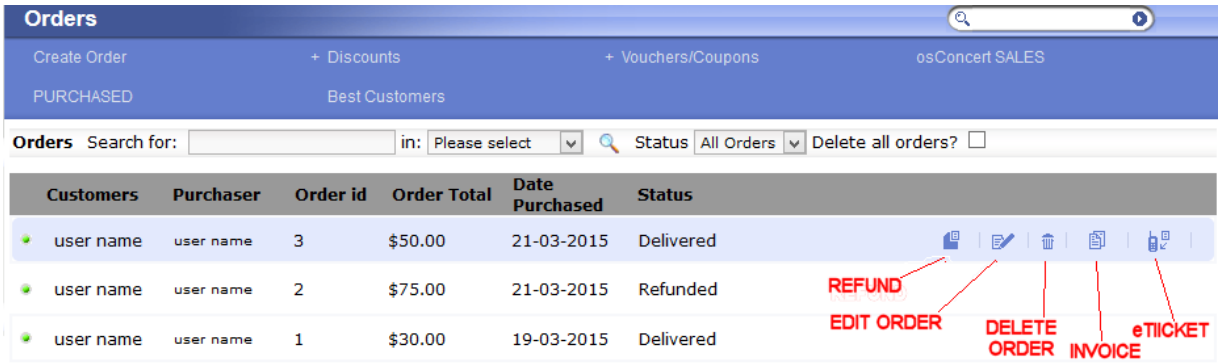
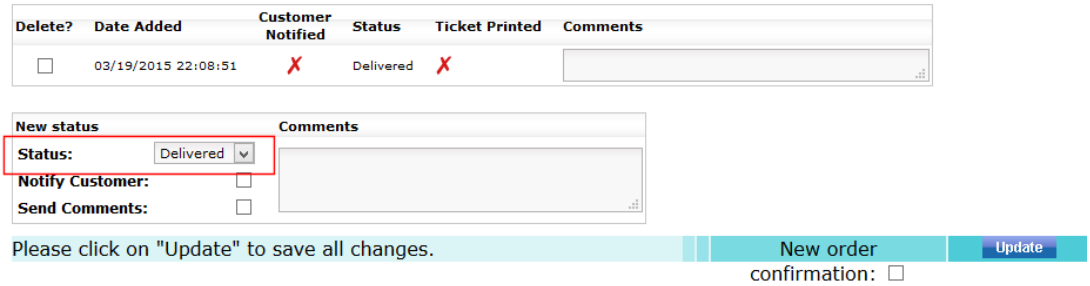
Orders

Admin>Orders

When the orders arrive you'll be able to edit each listing



When you edit an order you'll have many options…here's where you should edit the ORDER STATUS

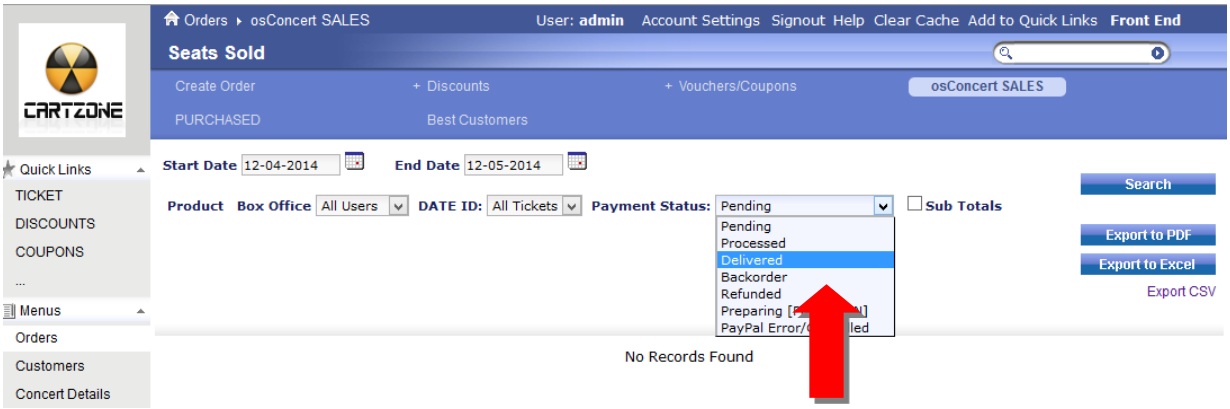


osConcert Sales Report

All orders have an Order Status. Among other functions, osConcert is using these order statuses to generate a Sales Report on-line and that can be Exported to PDF and MS-excel as CSV.

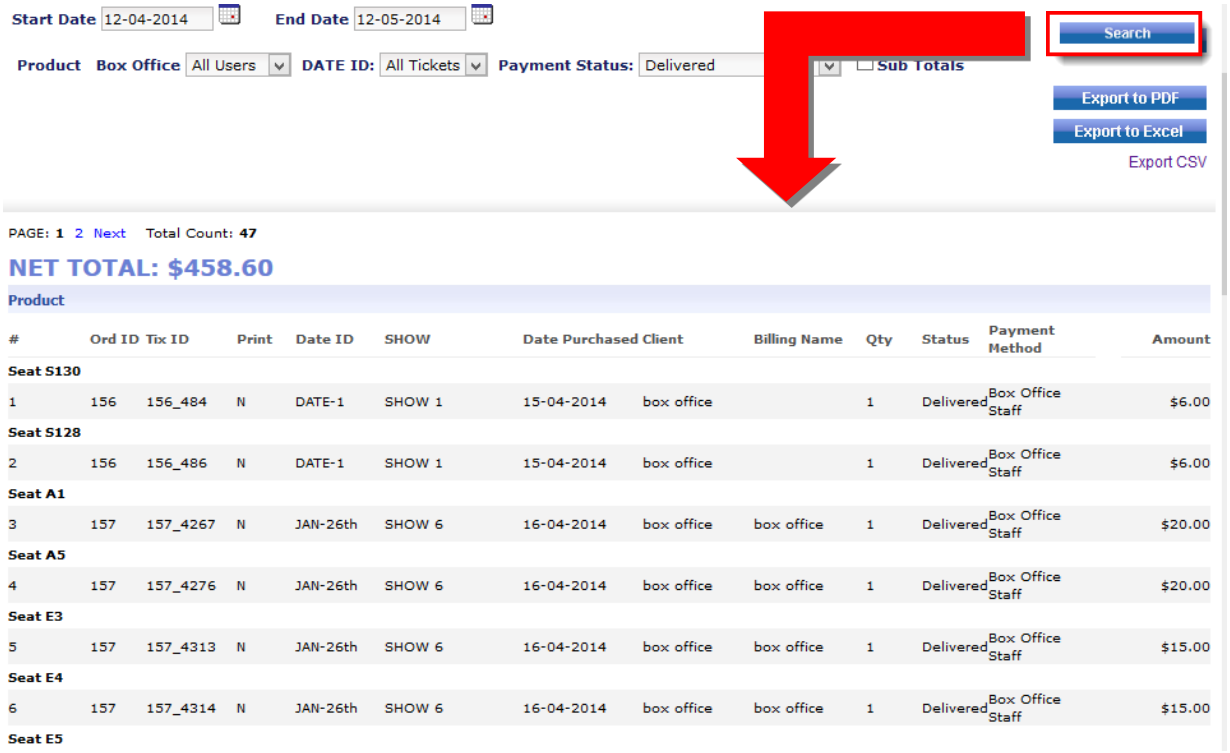
Admin>Orders>osConcert Sales

Make the appropriate selection from the pull down-menus and click either the SEARCH button or the EXPORT TO PDF or EXPORT TO EXCELL button.



osConcert Sales Report

Enable or disable the “Sub Totals” tickbox. After the SEARCH button is clicked, the following Sales Report will show;

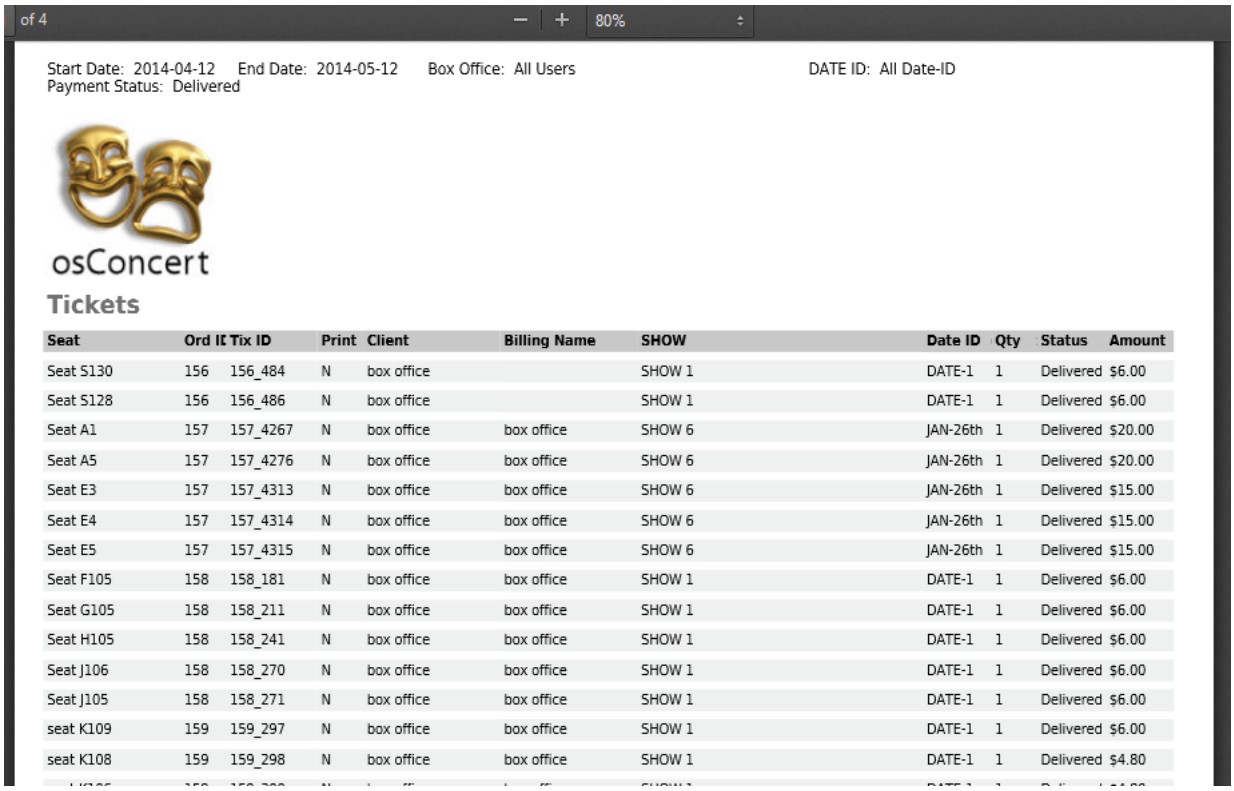


#	Ord ID	Tix ID	Print	Date ID	SHOW	Date Purchased	Client	Billing Name	Qty	Status	Payment Method	Amount
Seat S130												
1	156	156_484	N	DATE-1	SHOW 1	15-04-2014	box office		1	Delivered	Box Office Staff	$6.00
Seat S128												
2	156	156_486	N	DATE-1	SHOW 1	15-04-2014	box office		1	Delivered	Box Office Staff	$6.00
Seat A1												
3	157	157_4267	N	JAN-26th	SHOW 6	16-04-2014	box office	box office	1	Delivered	Box Office Staff	$20.00
Seat A5												
4	157	157_4276	N	JAN-26th	SHOW 6	16-04-2014	box office	box office	1	Delivered	Box Office Staff	$20.00
Seat E3												
5	157	157_4313	N	JAN-26th	SHOW 6	16-04-2014	box office	box office	1	Delivered	Box Office Staff	$15.00
Seat E4												
6	157	157_4314	N	JAN-26th	SHOW 6	16-04-2014	box office	box office	1	Delivered	Box Office Staff	$15.00
Seat E5												

Back to Sales Menu

PDF Sales Report

When clicking EXPORT TO PDF, osConcert will generate a pop-up with the following Sales Report. Click the 'Saved as…' button to save the PDF file;



of 4 — 80%

Start Date: 2014-04-12 End Date: 2014-05-12 Box Office: All Users DATE ID: All Date-ID
Payment Status: Delivered

osConcert

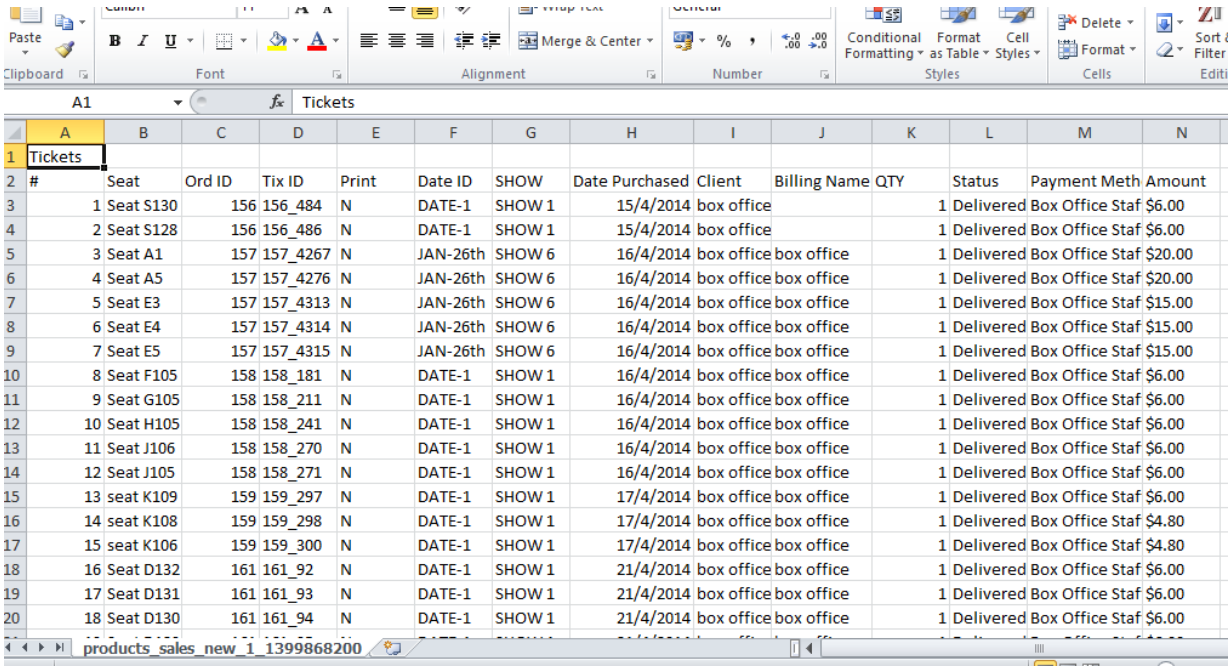
Tickets

Seat	Ord ID	Tix ID	Print	Client	Billing Name	SHOW	Date ID	Qty	Status	Amount
Seat S130	156	156_484	N	box office		SHOW 1	DATE-1	1	Delivered	$6.00
Seat S128	156	156_486	N	box office		SHOW 1	DATE-1	1	Delivered	$6.00
Seat A1	157	157_4267	N	box office	box office	SHOW 6	JAN-26th	1	Delivered	$20.00
Seat A5	157	157_4276	N	box office	box office	SHOW 6	JAN-26th	1	Delivered	$20.00
Seat E3	157	157_4313	N	box office	box office	SHOW 6	JAN-26th	1	Delivered	$15.00
Seat E4	157	157_4314	N	box office	box office	SHOW 6	JAN-26th	1	Delivered	$15.00
Seat E5	157	157_4315	N	box office	box office	SHOW 6	JAN-26th	1	Delivered	$15.00
Seat F105	158	158_181	N	box office	box office	SHOW 1	DATE-1	1	Delivered	$6.00
Seat G105	158	158_211	N	box office	box office	SHOW 1	DATE-1	1	Delivered	$6.00
Seat H105	158	158_241	N	box office	box office	SHOW 1	DATE-1	1	Delivered	$6.00
Seat J106	158	158_270	N	box office	box office	SHOW 1	DATE-1	1	Delivered	$6.00
Seat J105	158	158_271	N	box office	box office	SHOW 1	DATE-1	1	Delivered	$6.00
seat K109	159	159_297	N	box office	box office	SHOW 1	DATE-1	1	Delivered	$6.00
seat K108	159	159_298	N	box office	box office	SHOW 1	DATE-1	1	Delivered	$4.80

DEVELOPERS: the image for the PDF report is images/osconcert.jpg

Excel Sales Report

After the EXPORT TO EXCEL Button is clicked, a popup will ask you to save the file. Excel will generate the following Sales as a .CSV (Comma Delimited) report that can be further edited to suit your needs;



Paste | Merge & Center | Conditional Formatting | Format as Table | Cell Styles | Delete | Format | Sort & Filter
Clipboard | Font | Alignment | Number | Styles | Cells | Editing

A1 fx Tickets

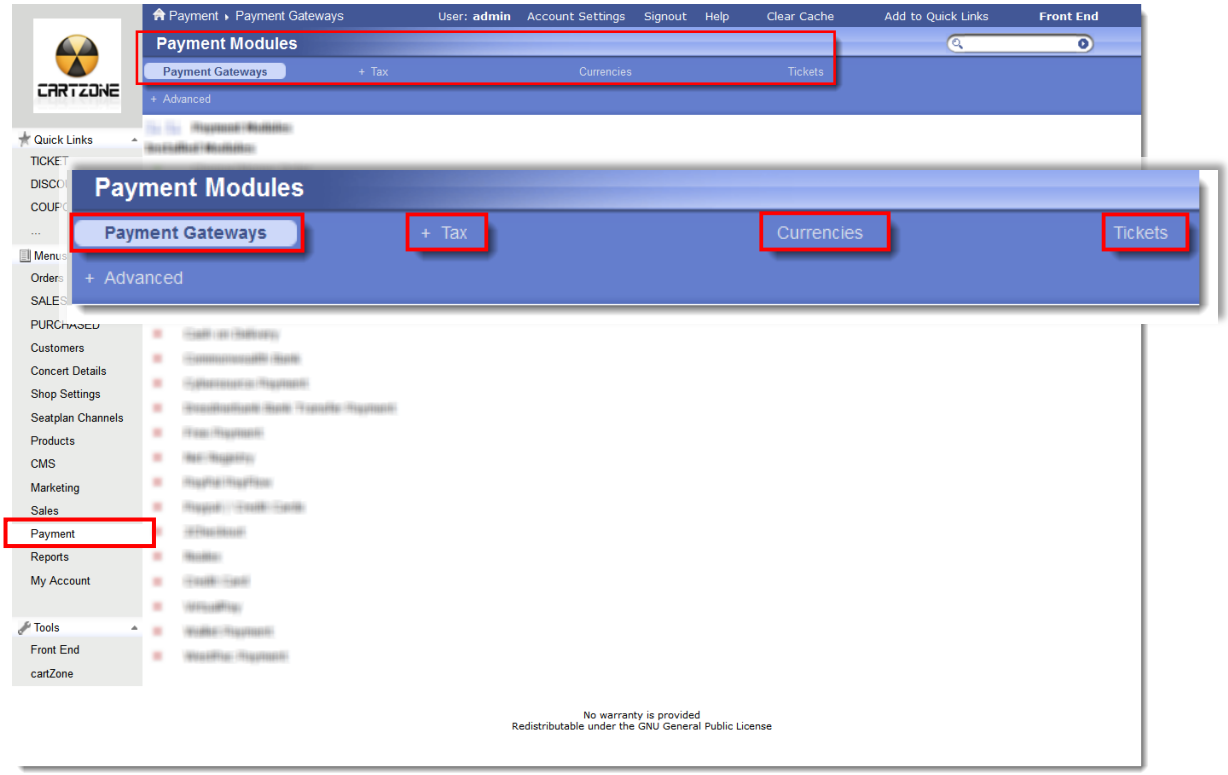
	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1	Tickets													
2	#	Seat	Ord ID	Tix ID	Print	Date ID	SHOW	Date Purchased	Client	Billing Name	QTY	Status	Payment Meth	Amount
3	1	Seat S130	156	156_484	N	DATE-1	SHOW 1	15/4/2014	box office		1	Delivered	Box Office Staf	$6.00
4	2	Seat S128	156	156_486	N	DATE-1	SHOW 1	15/4/2014	box office		1	Delivered	Box Office Staf	$6.00
5	3	Seat A1	157	157_4267	N	JAN-26th	SHOW 6	16/4/2014	box office	box office	1	Delivered	Box Office Staf	$20.00
6	4	Seat A5	157	157_4276	N	JAN-26th	SHOW 6	16/4/2014	box office	box office	1	Delivered	Box Office Staf	$20.00
7	5	Seat E3	157	157_4313	N	JAN-26th	SHOW 6	16/4/2014	box office	box office	1	Delivered	Box Office Staf	$15.00
8	6	Seat E4	157	157_4314	N	JAN-26th	SHOW 6	16/4/2014	box office	box office	1	Delivered	Box Office Staf	$15.00
9	7	Seat E5	157	157_4315	N	JAN-26th	SHOW 6	16/4/2014	box office	box office	1	Delivered	Box Office Staf	$15.00
10	8	Seat F105	158	158_181	N	DATE-1	SHOW 1	16/4/2014	box office	box office	1	Delivered	Box Office Staf	$6.00
11	9	Seat G105	158	158_211	N	DATE-1	SHOW 1	16/4/2014	box office	box office	1	Delivered	Box Office Staf	$6.00
12	10	Seat H105	158	158_241	N	DATE-1	SHOW 1	16/4/2014	box office	box office	1	Delivered	Box Office Staf	$6.00
13	11	Seat J106	158	158_270	N	DATE-1	SHOW 1	16/4/2014	box office	box office	1	Delivered	Box Office Staf	$6.00
14	12	Seat J105	158	158_271	N	DATE-1	SHOW 1	16/4/2014	box office	box office	1	Delivered	Box Office Staf	$6.00
15	13	seat K109	159	159_297	N	DATE-1	SHOW 1	17/4/2014	box office	box office	1	Delivered	Box Office Staf	$6.00
16	14	seat K108	159	159_298	N	DATE-1	SHOW 1	17/4/2014	box office	box office	1	Delivered	Box Office Staf	$4.80
17	15	seat K106	159	159_300	N	DATE-1	SHOW 1	17/4/2014	box office	box office	1	Delivered	Box Office Staf	$4.80
18	16	Seat D132	161	161_92	N	DATE-1	SHOW 1	21/4/2014	box office	box office	1	Delivered	Box Office Staf	$6.00
19	17	Seat D131	161	161_93	N	DATE-1	SHOW 1	21/4/2014	box office	box office	1	Delivered	Box Office Staf	$6.00
20	18	Seat D130	161	161_94	N	DATE-1	SHOW 1	21/4/2014	box office	box office	1	Delivered	Box Office Staf	$6.00

products_sales_new_1_1399868200

Back to Sales Menu

6. Payments

In *Admin>Payment* the payment related modules Payment gateways, Tax Currencies, and Tickets are configured and managed. Note that the modules in this chapter are explained in order of setting-up importance.



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Currencies

In osConcert any currency can be created and edited at any time. The default currency of osConcert is USD ($) but this default setting and any other currency settings, including the denotation (symbol), Decimal or Thousands Point can easily be edited to suit your needs

If you don't plan to have more than one available currency simply edit the existing currency ($)

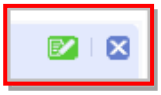
Just make sure it has a default setting.

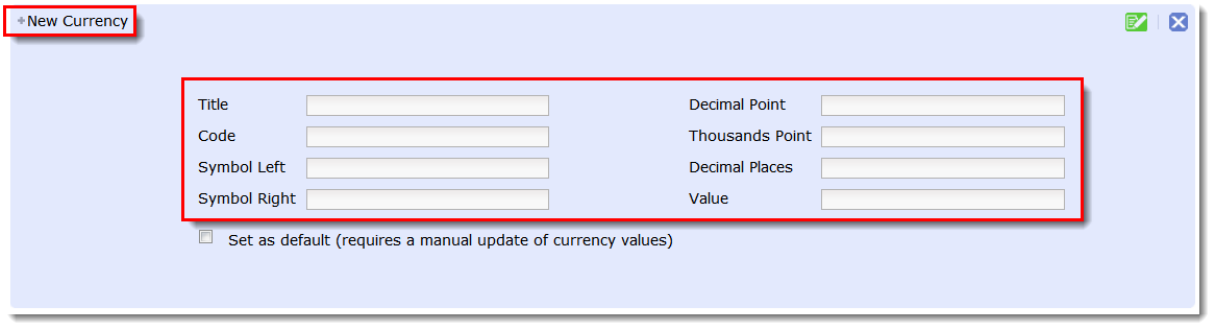
Setting up a New Currency

Click on NEW CURRENCY in *Admin>Payment>Currencies*

Click to expand the NEW CURRENCY tab then click the EDIT button to fill out the respective fields.

Save





Title — Type here the TITLE of the new currency (=back end information) used for the listing at the Admin>Payment>Currencies.

Code — Type here the CODE or an abbreviation of the Currency, Code is used in the preview of the expanded currency tab.

Symbol Left (front end) — Type the denotation (symbol) at the LEFT of the amount.

For international currency codes, see also www.oanda.com.

Tip! Use a word processor to generate the symbol, then copy&paste the symbol into the Symbol left field in osConcert.

Symbol Right (front-end) — Some currencies require a symbol or string of characters **after** the amount, for example “cents”. Type here the right symbol.

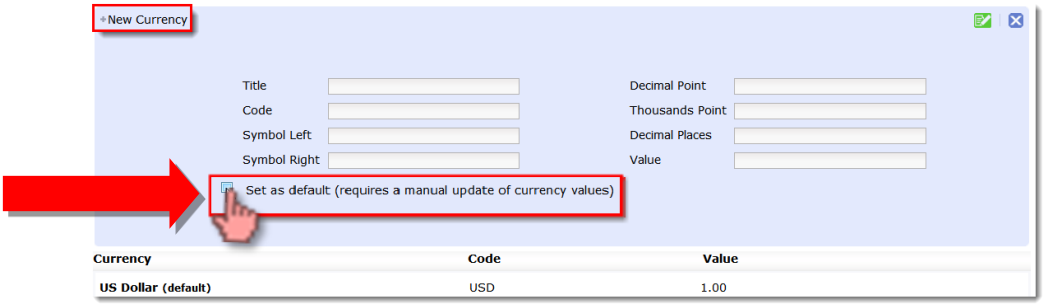
Decimal Point — Type here the symbol for the decimal point.

Thousand Point — Type here the symbol for the Thousand Point.

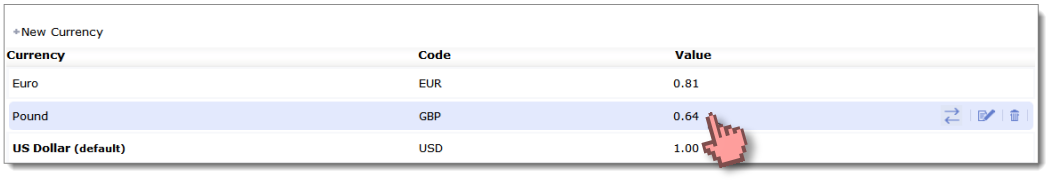
Value — If this is the “Default currency”, set value to 1.00000000. If this not the default currency, type here the *exchange-rate value* for your currency, eg the value in relationship to your Default Currency.

NOTE: the exchange rate values need to be manually updated periodically. See also www.oanda.com.

IMPORTANT! *EVERYTIME* a currency is set up OR edited, ensure to tick the default-tick-box to set the currency as the default currency and click the SAVE button! Failure to do so will result in osConcert displaying “Price=0” without a Currency.



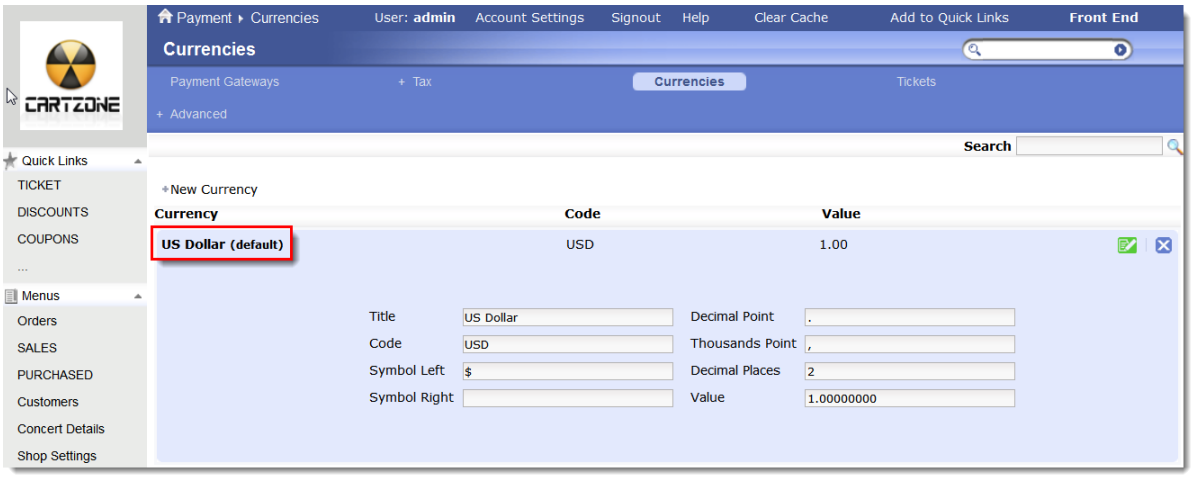
The ‘New Currency’ listing at the back end:



Editing a Currency

To edit a currency, also the Default currency, follow instructions in Setting up a New Currency

Back to Payments Menu



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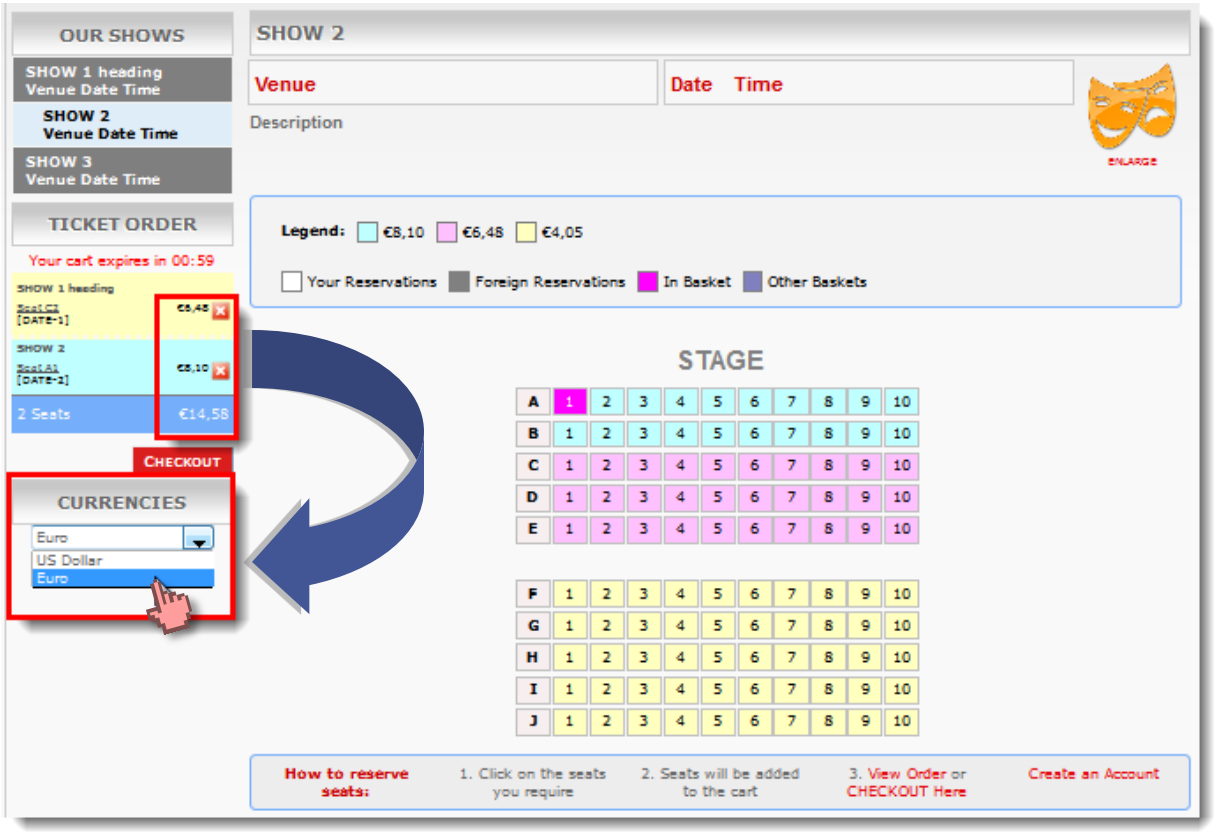
Displaying Currencies (front end)

After setting up 2 or more currencies, 'Enable Currency' module in *Admin>Shop Settings>Templates>Info boxes*. This will add a currency pull-down module at the front end that allows your customers to make a currency selection at the left side menu at the front end at the moment of ordering. After selection of a different currency, all prices will automatically display in the selected currency.

The 'New Currency' listing at the back end:



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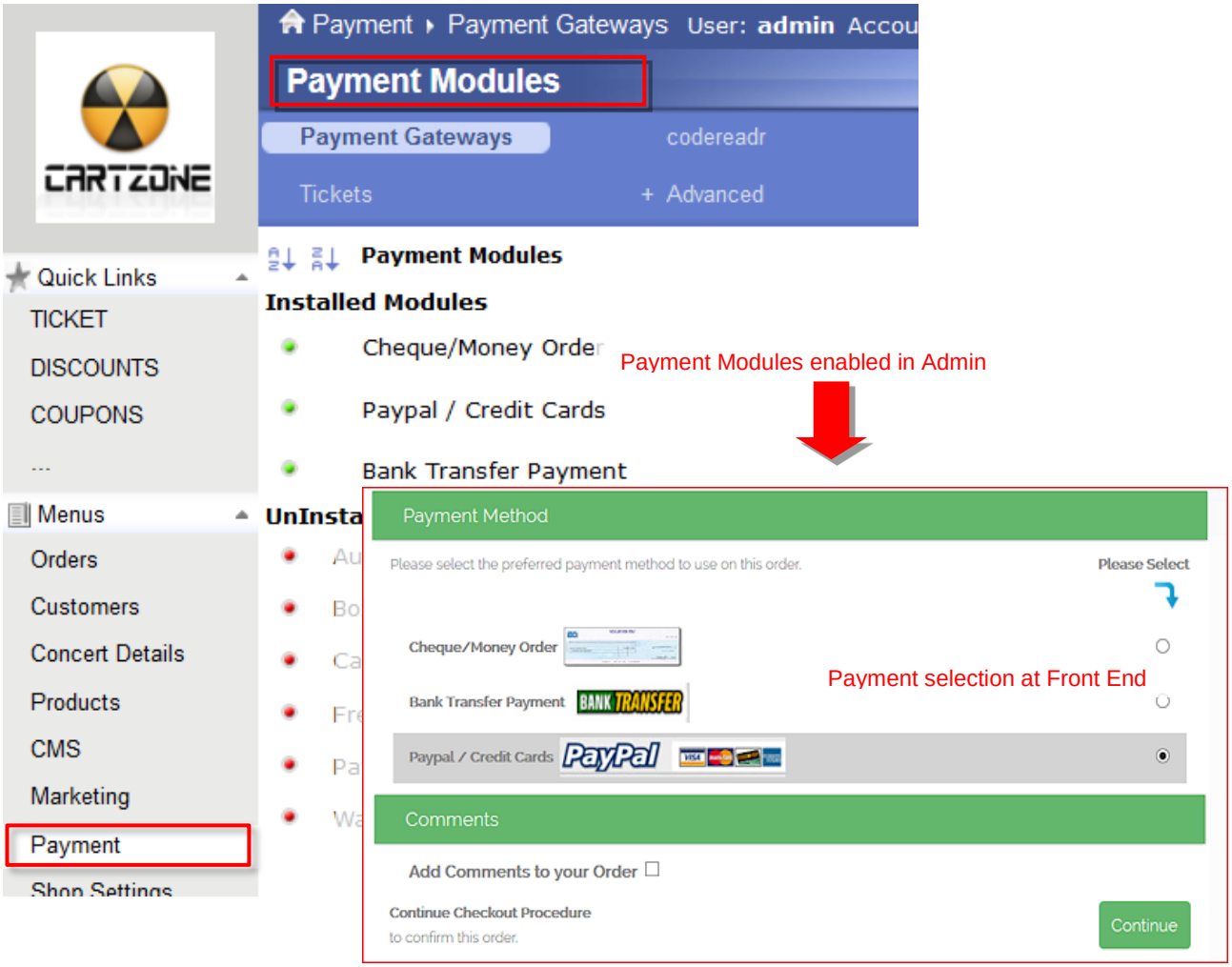
Payment Selection (at Front End)

Regardless how you configure osConcert offering tickets to your customers (eg. Paid, Free, with Seat-Plans, General Admission or with a Box Office), in order to complete a successful transaction, osConcert needs to be configured with 1 or more pre-installed payment modules.

Payment Modules in Admin>Payment>Payment Gateways



Payment, Order Status and Ticket Delivery

In osConcert as in any shopping cart it is important to understand the 'order status'. We should remember that a 'Pending' status will mean that we have yet to collect full payment and a 'Delivered' status will mean that we have full payment and we can release our PDF E-Tickets for download and printing.

All our Payment Modules will need the correct payment status. We have 'Pending'(1), 'Processed'(2), 'Delivered'(3),'Backorder'(4), 'Refund'(5), and 'Preparing [Paypal]'(6), -where () is the programming element.

IMPORTANT!: It is recommended that new users DO NOT set the delivery status of a Payment Module to "Processed" as the final status.

The Payment Modules for paid ticket sales with osConcert are programmed in such way that the default delivery status of e-tickets is set to the appropriate delivery setting to ensure a successful transaction. If osConcert is set up to offer e-tickets for which first a payment needs to be received (=processed), for example by a Cheque/Money Order or Bank Transfer, the default delivery status in these Payment Modules is set to "Pending".

And, for example for FREE tickets, the default delivery status is set to "Delivered". OsConcert will send an automatic email with the e-ticket and customers can also access their account to retrieve e-ticket(s) immediately as there is no need to first process (receive) any payment.

Payment Module Inclusions/Exclusions

A customers sign up address will determine the zone and/or the country of ordering. The Payment Modules *has to be configured* to be zone and/or country selective; if zones and/or countries are set to be included or excluded in a Payment Module, this payment method is either enabled or disabled for customers in these zone and/or countries.

This is a handy feature if, for example, to focus money orders from only customers in a certain zone and/or country. For all customers from all other zones and/or countries the Money Order option *will not be visible* at the front end but these customers will see the other payment options for which they are not excluded.

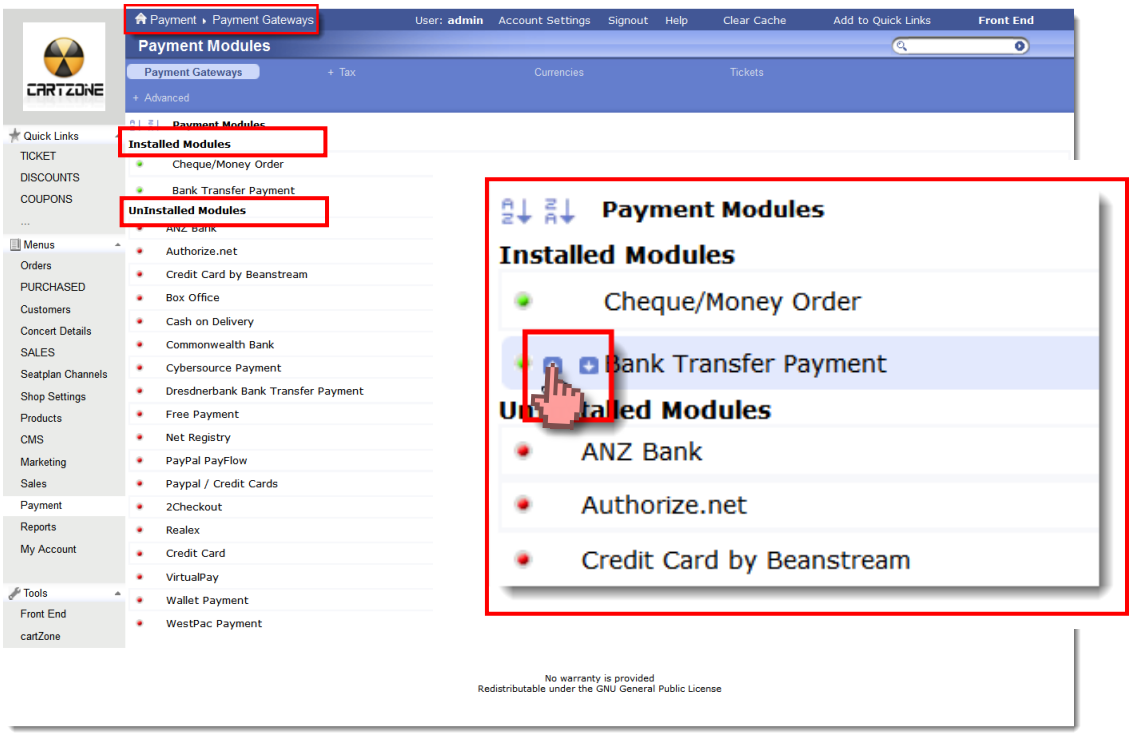
For Free Tickets, osConcert has a pre-installed Free Payment module; if a true “0” order value is detected i.e from a 100% COMP (coupon discount) , there is a modified check-out, bypassing the selected payment method altogether.

Installing Payment Modules

osConcert offers a list of Payment Modules that you can install, rename, edit and delete (uninstall) from the listing. For example Cheque, Money Order, PayPal or a dedicated payment processing option of one of many national Banks[2].

Admin>Payment>Payment Gateways

In the Payment gateways the INSTALLED and the UNINSTALLED Payment Modules are listed. The order of the installed Payment Modules (=Back-end and Front-end) can be changed by clicking the up or down arrow next to the Payment Module name.



For UNINSTALLED payment modules, select a payment Module from the uninstalled modules and click to expand the payment module tab. Click the INSTALL button.

The installed Payment Module will now be listed in the Installed Payment Gateways summary.

Deleting a Payment Module

It is possible to delete a Payment Module. However, it may be more convenient just to HIDE a payment module at front end and preserve the settings; to do so, click to expand the Payment Module tab, click EDIT and change the TRUE status to *FALSE*.

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[2] *If the payment option you want to use is not listed and you want to have a customized payment module, Cartzone may be able to assist but please do not underestimate this (credit card) processing; you will need a merchant account with a bank and your bank might recommend third party software extensions that needs to be integrated into osConcert. For more info, please contact us webmaster@cartzone.co.uk.*

Payment Modules – introduction

IMPORTANT: PLEASE SET YOUR DEFAULT CURRENCIES BEFORE enabling any payment modules

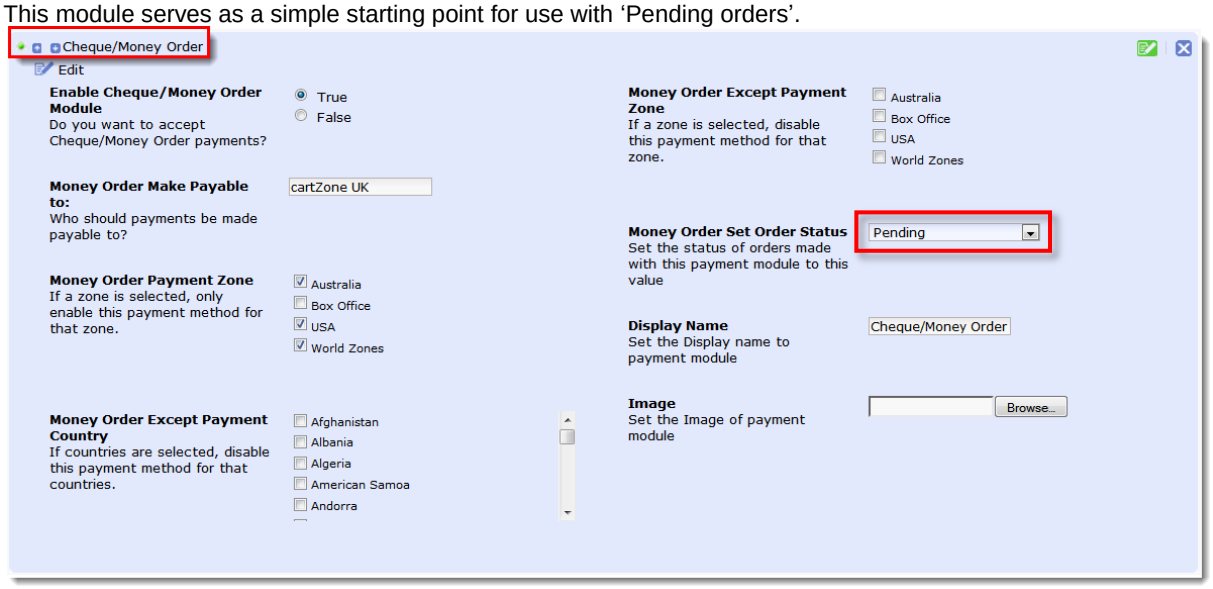
In osConcert, as in any shopping cart it is important to understand the 'order status'. We should remember that a 'Pending' status will mean that we have yet to collect full payment and a 'Delivered' status will mean that we have full payment and we can release our PDF E-Tickets for download and printing. All our Payment Modules will need the correct payment status. The most important payment statuses are; 'Pending'(1), 'Processed'(2), 'Delivered'(3). (the other statuses are 'Backorder'(4), 'Refund'(5), and 'Preparing [Paypal]'(6), where ()is the programming element)

All installed Payment Modules in osConcert are listed in alphabetical order and can be previewed by double clicking on a Payment Module tab. To edit, install the module first, then click the EDIT button to configure the Payment Module fields.

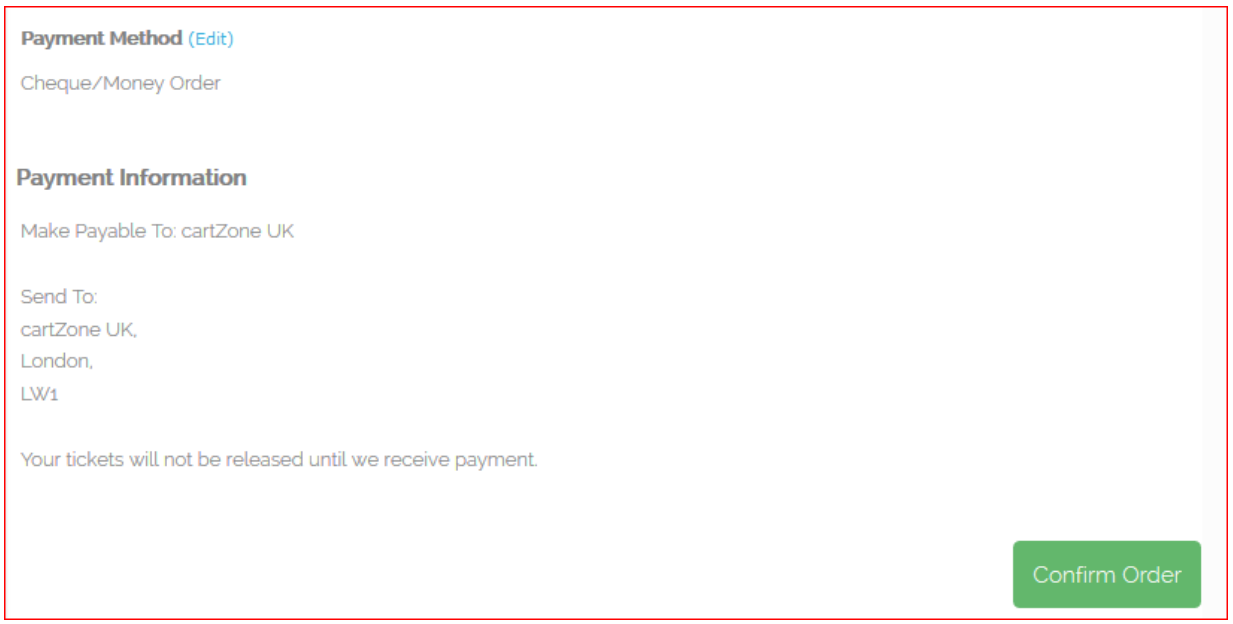
Admin>Payment>Payment Gateways

Cheque/Money Order

This module serves as a simple starting point for use with 'Pending orders'.



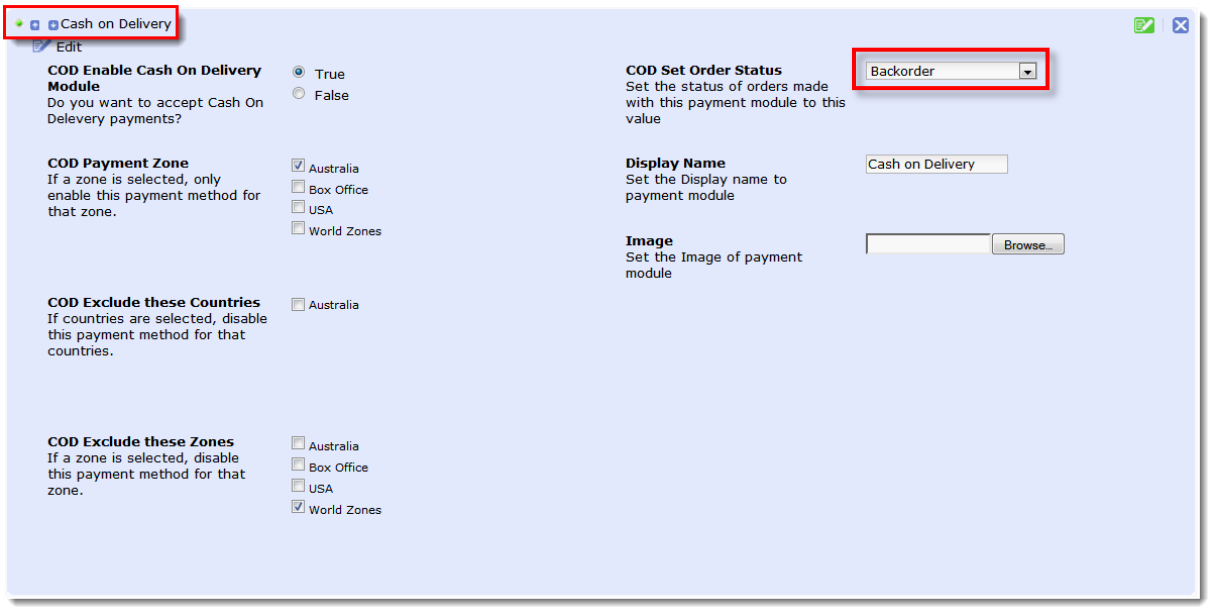
Money order payment message displayed at the Front End:



Back to Payments Menu

COD (Cash On Delivery)

Similar to Cheque/Money order Payment Module, Cash on Delivery (COD) Module is also a simple module for use with “Pending” or “Back-order” orders.


Cash on Delivery
Edit
COD Enable Cash On Delivery Module
Do you want to accept Cash On Delevery payments?
True
False
COD Set Order Status
Set the status of orders made with this payment module to this value
Backorder
COD Payment Zone
If a zone is selected, only enable this payment method for that zone.
Australia
Box Office
USA
World Zones
Display Name
Set the Display name to payment module
Cash on Delivery
Image
Set the Image of payment module
Browse...
COD Exclude these Countries
If countries are selected, disable this payment method for that countries.
Australia
COD Exclude these Zones
If a zone is selected, disable this payment method for that zone.
Australia
Box Office
USA
World Zones

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Paypal/Paypal Credit Cards (IPN)

The Instant Payment Notification (IPN) is a message service that notifies you of events related to PayPal transactions.

Our free Paypal IPN module will give you 2 options at the Paypal Payment page;

#1 The option for customers with a Paypal account to easily login and complete payment (*note: as long as you have "PayPal Account Optional" enabled inside your PayPal merchant account settings*).

#2 The option to choose to pay by Paypal Credit Cards (Mastercard is for USA only)

This PayPal service is free to use in osConcert but you ***must have a Paypal business email account***. For more info, please visit PayPal.

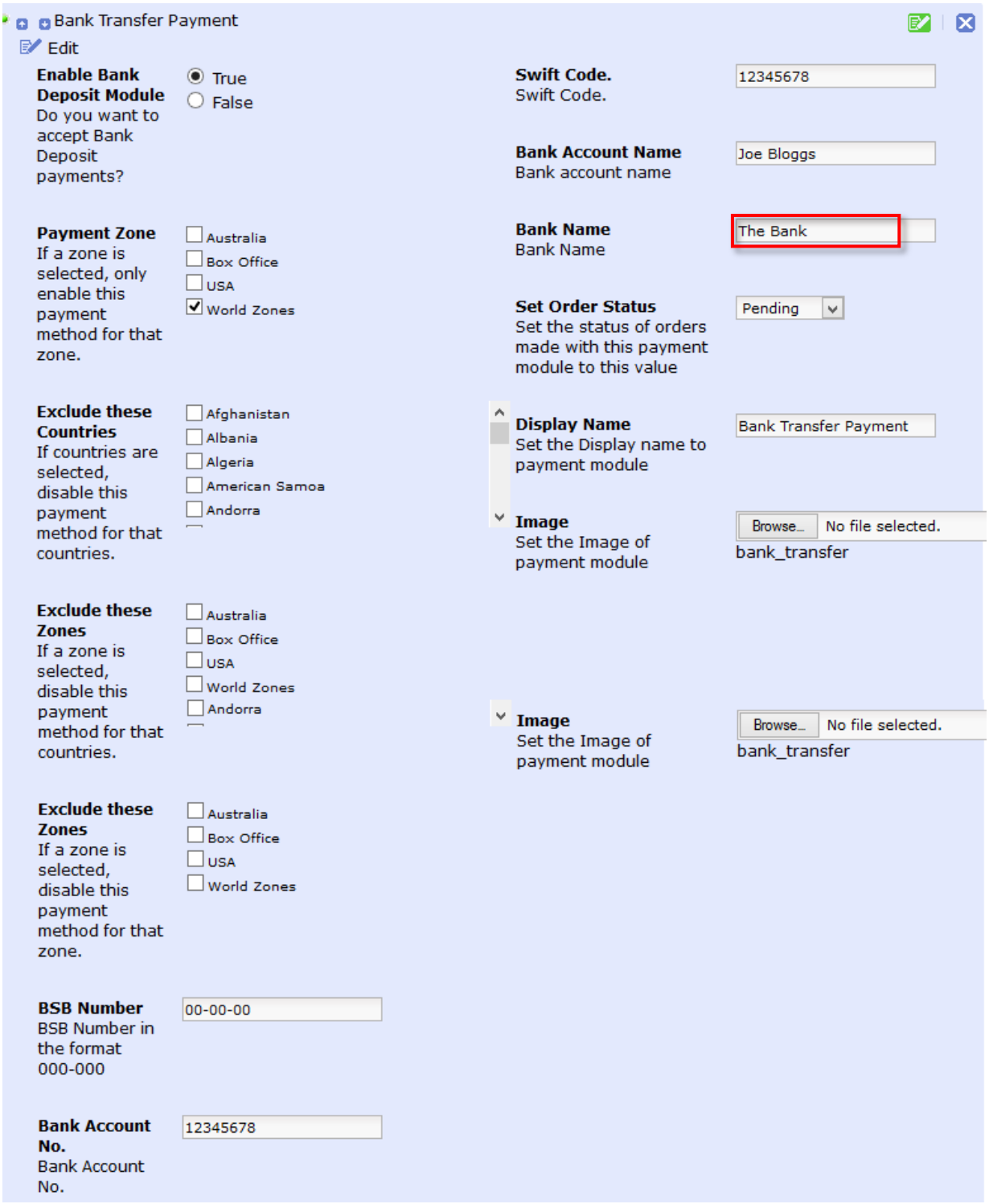
IMPORTANT! Failure to make the correct settings for the Payment IPN will be disastrous! Set up this Payment Module VERY CAREFULLY! READ the SPECIAL help file; Using PayPal IPN

Paypal / Credit Cards
Edit
Allow PayPal IPN
Do you want to accept PayPal IPN payments and notifications?
True
False
PayPal IPN ID
Your business ID at PayPal. Usually the email address you signed up with. You can create a free PayPal account at http://www.paypal.com.
sales@cartzone.co.uk
PayPal IPN Notify URL
Exact location in which your paypal_notify.php file resides.
osconcert/paypal_notify.php
PayPal IPN Use cURL
Use cURL to communicate with PayPal? cURL has been DETECTED in your system
PayPal IPN Add Shipping to Amount
Add shipping amount to order amount? (will set shipping amount to $0 in PayPal)
PayPal IPN record payment data?
Log the data sent to PayPal?
PayPal IPN Add Tax to Amount
Add tax amount to order amount? (will set tax amount to $0 in PayPal)
PayPal IPN Update Stock Before Payment
Should Products Stock be updated even when the payment is not yet COMPLETED?
PayPal IPN Allowed Currencies
Allowed currencies in which customers can pay.
Allowed by PayPal:
AUD,BRL,CAD,CZK,DKK,EUR,HKD,HUF,ILS,JPY,MYR,MXN,NOK,NZD,PHP,PLN,GBP,RUB,SGD,SEK,CHF,TWD,THB,TRY,USD
Allowed in your shop: GBP
To add more currencies to your shop go to Localiza
GBP
PayPal IPN Default Currency
Default currency to use when customer try to pay in a NON allowed (because of PayPal or you) currency
GBP
PayPal IPN Test Mode
Run in TEST MODE? If so, you will be able to send TEST IPN from Admin->PayPal_IPN->Test_IPN, BUT you will not be able to receive real IPN's from PayPal.
PayPal IPN Payment Zone
If a zone is selected, only enable this payment method for that zone.
Australia
Box Office
USA
World Zones
Paypal IPN Exclude these Countries
If countries are selected, disable this payment method for that countries.
Afghanistan
Albania
Algeria
American Samoa
Andorra
Paypal IPN Exclude these Zones
If a zone is selected, disable this payment method for that zone.
Australia
Box Office
USA
World Zones
PayPal IPN Set Order Status
Set the status of successful orders made with this payment module to this value. Delivered = download tickets.
Delivered
PayPal IPN Set Order Status
Set the status of pending orders made with this payment module to this value. Suggested value is Preparing PayPal [IPN] - do not use Delivered!
Preparing [PayPal IPN]
Display Name
Set the Display name to payment module
Paypal / Credit Cards
Image
Set the Image of payment module
Browse... No file selected.
paypalipn.jpg
Set Failed/Error Order Status
Set the status of failed/error orders made with this payment module to this value. Suggested value is PayPal Error/Cancelled - do not use Delivered!
PayPal Error/Cancelled
PayPal Cancelled Customer ID
Customer id number for failed/cancelled orders - should not need editing
2

Please double check your **Order Status** settings or we will have errors.

Bank Transfer Payment

The Bank Transfer is configurable for all banks for 'Pending' orders and ***not*** for *Direct debit*.



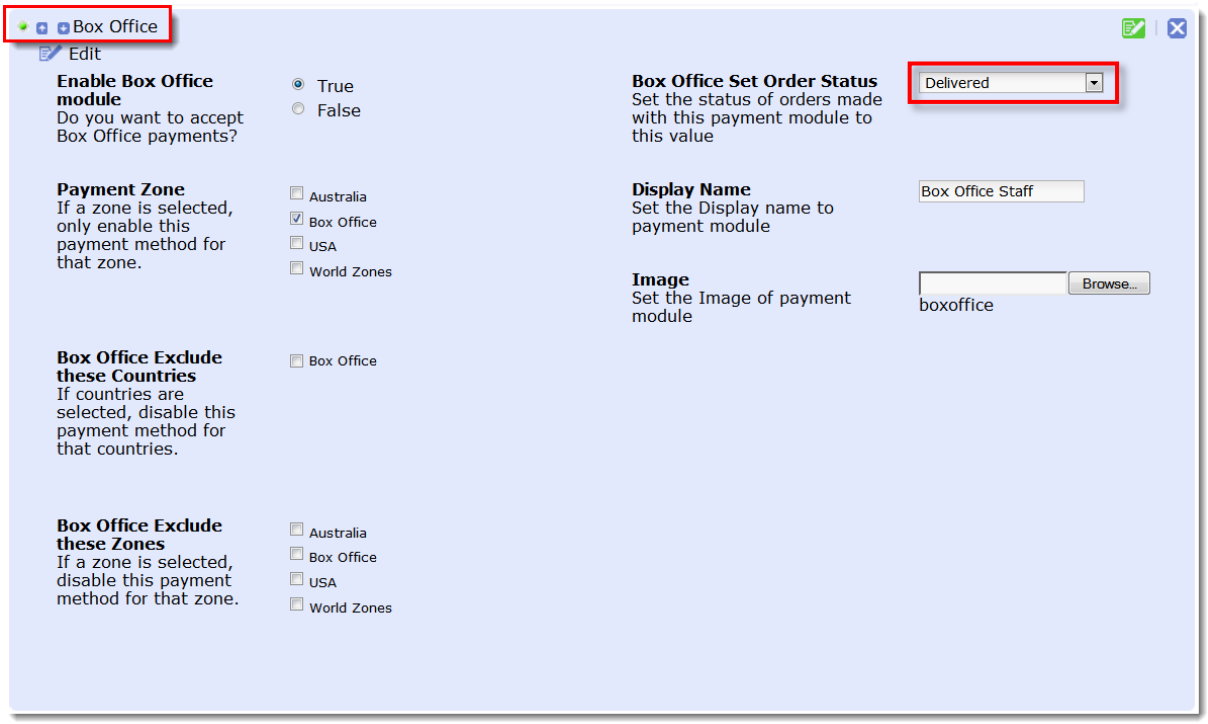
DEVELOPERS:
It's important to know we can relay the Bank Transfer information to be displayed in the resulting Email Receipt and the Invoice.

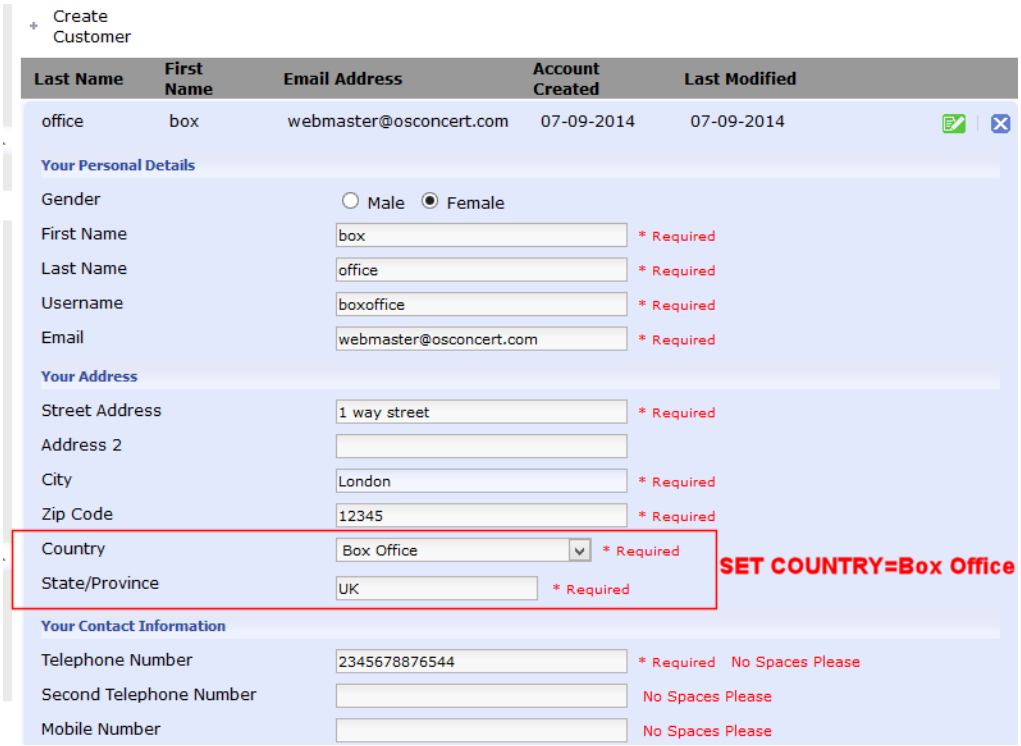
The information is configured in the includes/languages/english/modules/payment/bank_transfer.php
As definition: MODULE_BANK_TRANSFER_INFO
This can be presented in the Email Receipt and Invoice templates
Admin>Marketing>eMarketing>Products>Product Sale and Custom Invoice template
with place holders:
Bank Deposit Message as place holder %%Bank_Deposit_Message%%

Box Office

The Box Office Payment Module (BO) is the associated module for the osConcert Front End Box Office system. OsConcert has the ability to nominate special customer accounts to be in the BOX OFFICE (by selecting BO in the Country Zone).

The Administrator should nominate a (Customer) account to be a **Box Office Staff** or **Agent**, therefore they may well register through the Front End or the Administrator can create the customer account in the *Admin>Customers>New Customer or edit an existing account.* Details described here: Box Office Checkout.





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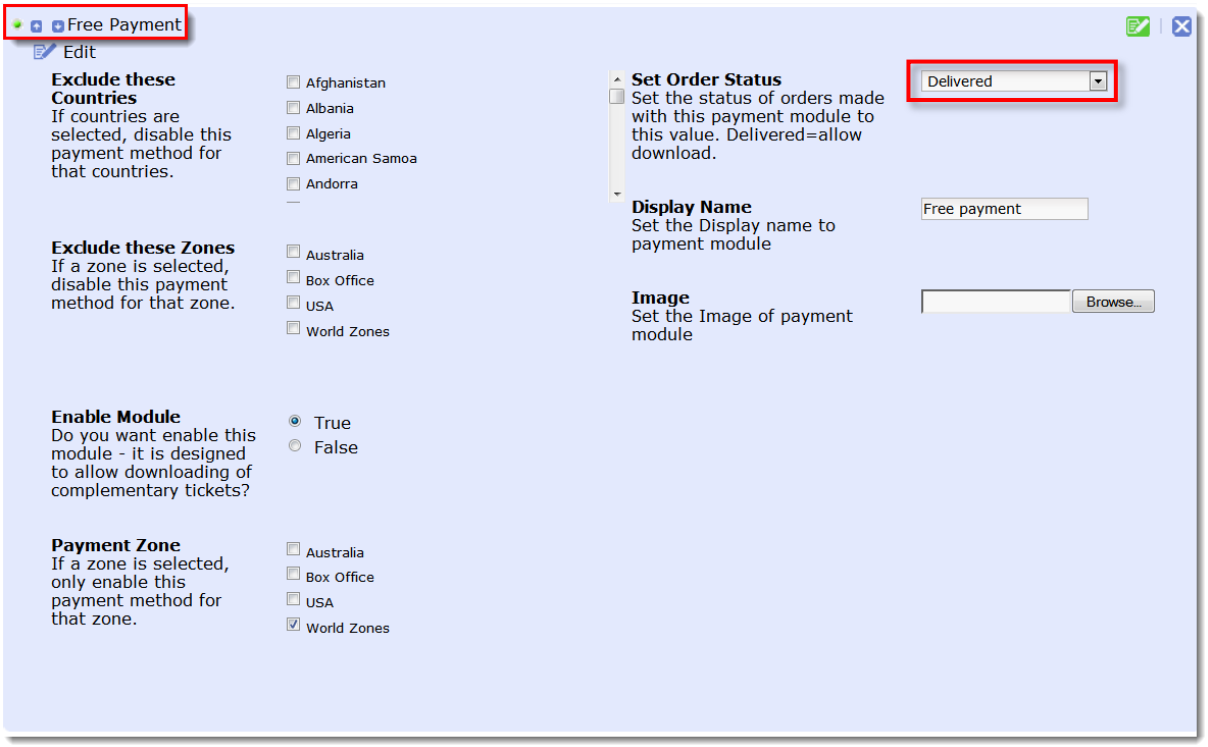
Free Payment

The Free Payment is an invisible module introduced recently to help users issue complimentary tickets. The Free Payment Module works in tandem with the Gift Voucher/Coupon feature. .

After the administrator installs and enables the Free Payment Module, whenever anybody uses their complimentary coupon code (100% discount) e.g 'COMP' they will be able to complete the checkout process with as 'zero' order total and if the order status of the module is set at 'Delivered' they will be able to generate and print their tickets without problem.

IMPORTANT! A truly FREE concert is taken care of by a *free checkout process*, bypassing the whole checkout process altogether if a 'zero' order is detected. (If price is set to zero)



How to use Free Payment with 100% Coupon Discount

It is important to get the correct set up when enabling the **Free Payment** module so that you can give out complimentary tickets.

First make set up a new Coupon/Voucher Admin>Orders>Vouchers/Coupons>Discount Coupons

Set the discount to 100% and a suitable Coupon Code e.g COMP100

Make sure you have set the Order Totals Admin>Payment>Advanced>Order Totals to accept Discount Coupons. This is **very important** because if we make a mitake here we will have errors.
To correctly set the Order Totals, first DELETE all the existing order total modules and RE-INSTALL them all again but start with the Discount Coupon module, then Sub Totals and lastly Totals.

Enable the **Free Payment** module in Admin>Payment (only for the time you will allow complimentary tickets)

Now your family and friends can redeem their Discount Coupon (code COMP) at the checkout and the actual selected payment module will be ignored and the confirmation will itemize the discount and the total will be zero.

As an added feature, we can enable **Enforced Coupon** at checkout. This way the whole application can be restricted only to those that have a valid Coupon Discount.

Therefore a theatre can offer pre-show sales and complimentary tickets to family and friends before actual sales begin.

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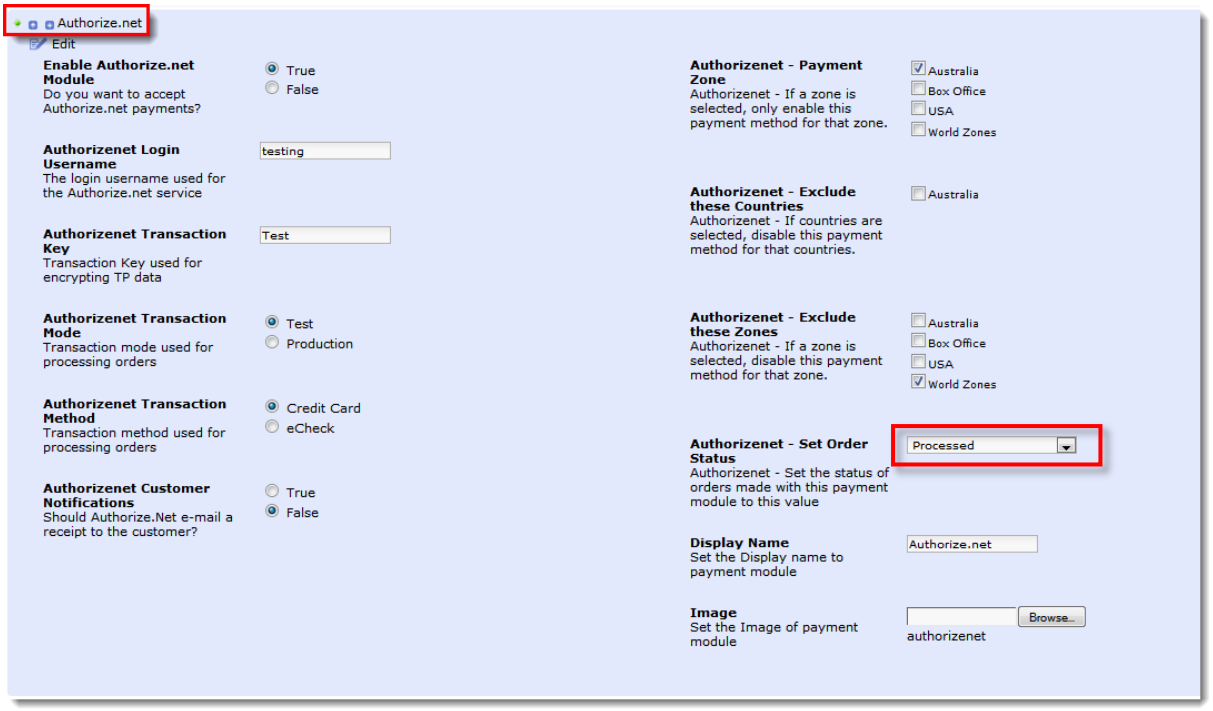
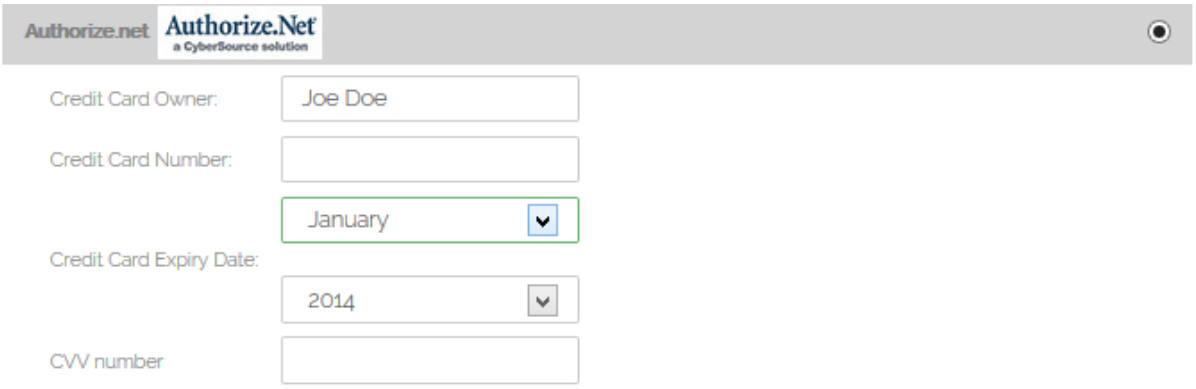
Authorize.net

Authorize.net (AN) is a USA based Payment Gateway that is fully functional. After installation the module only needs an Authnet Login Username and Transaction Key to activate. For more info; www.authorize.net



Authorize.net displayed at the Front End:



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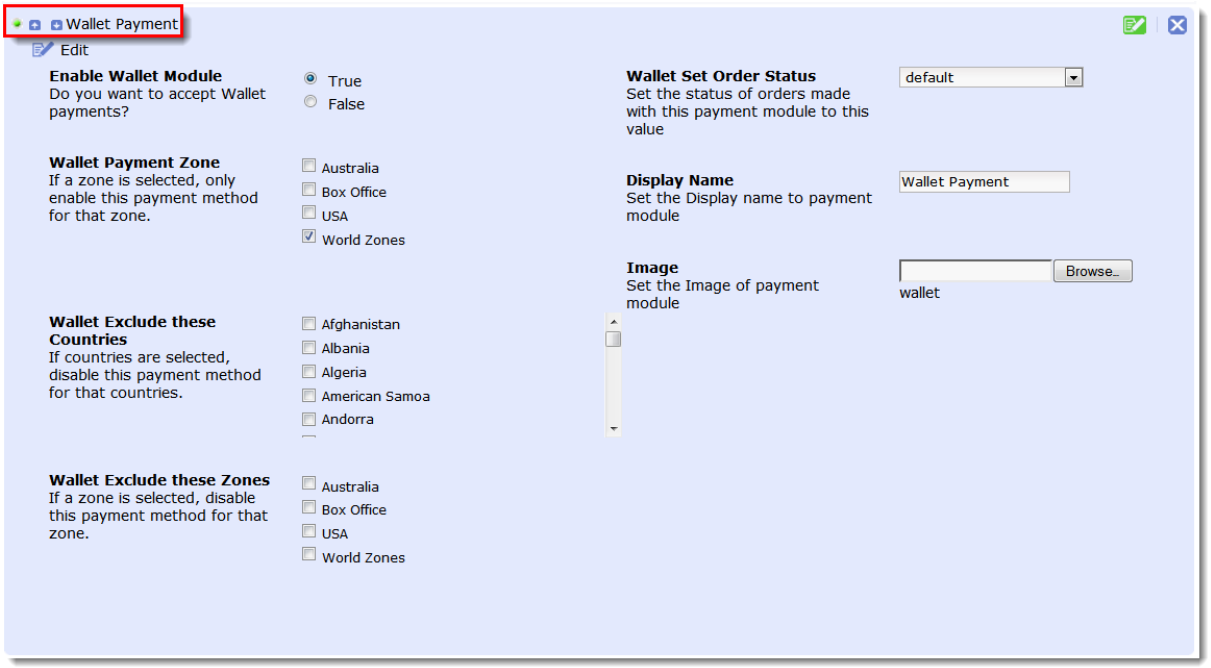
Wallet Payment.

Wallet Payment (WP) is a wonderful seldom used payment option. *Registered* users are able to top up their digital wallet account and use the balance later for purchasing tickets. One advantage is that the Administrator is able to top up user-accounts with money for whatever reason.

Customers can login to their accounts and top up using one of your payment methods e.g Paypal/Paypal Credit Cards



When Wallet Payment is enabled a customer is able to go to their Account and Upload Funds to their own Wallet Account

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My Wallet

Upload Funds

Your wallet is empty

Order History

Wallet Funds Upload

Upload to: user name
1 way st
London, 1234
WRX, United Kingdom

Amount: 10

Payment Method

Please select the preferred payment method to use on this wallet. Please Select

Cheque/Money Order

Bank Transfer Payment

Paypal / Credit Cards

Authorize.net

Add Comments About Your Upload

Paypal Upload

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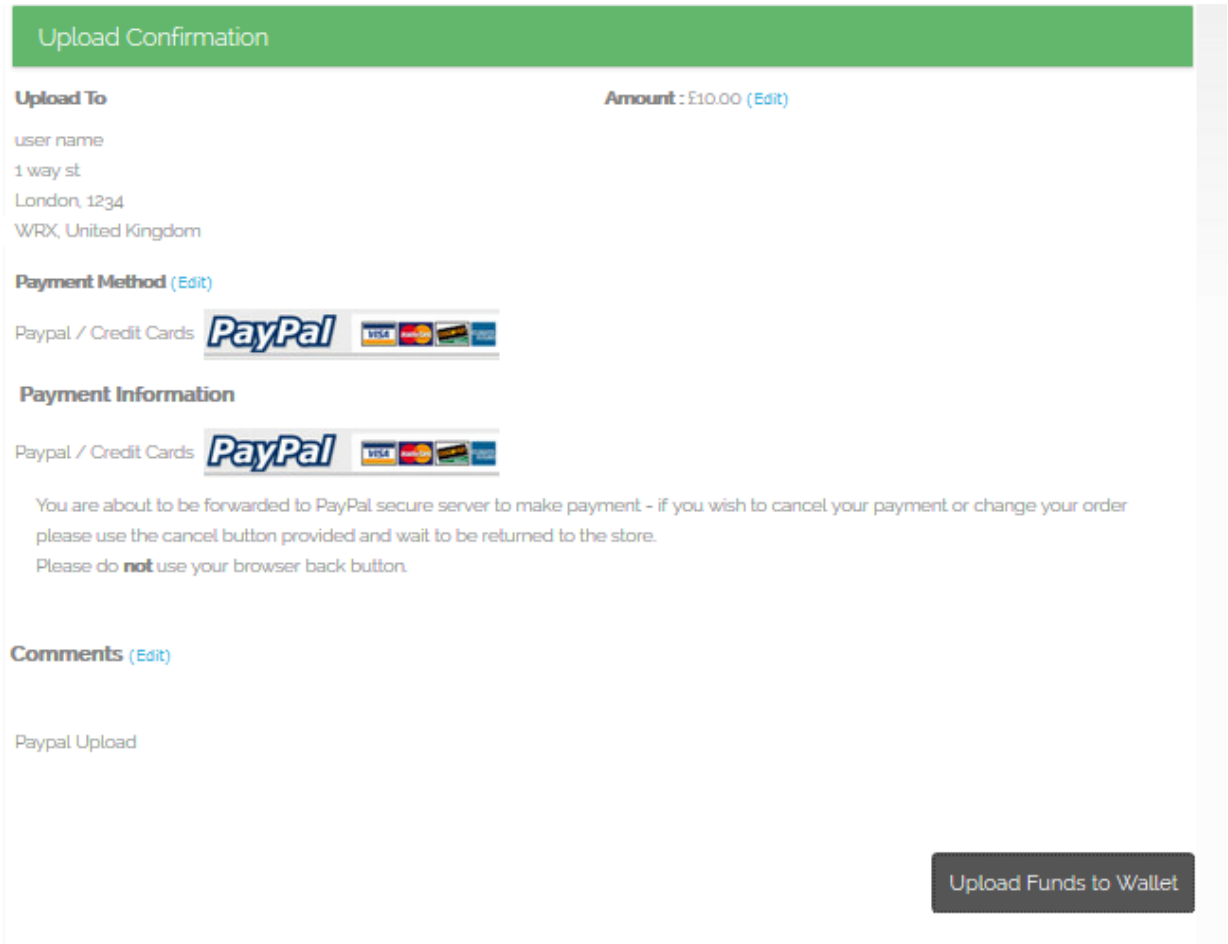
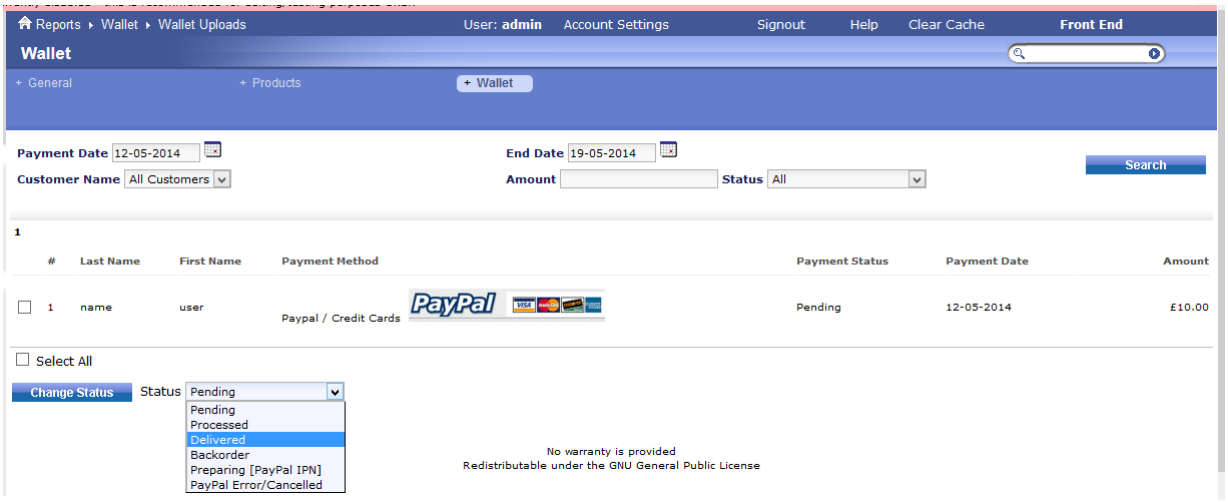

Upload Confirmation
Upload To
user name
1 way st
London, 1234
WRX, United Kingdom
Amount : £10.00 (Edit)
Payment Method (Edit)
Paypal / Credit Cards
Payment Information
Paypal / Credit Cards
You are about to be forwarded to PayPal secure server to make payment - if you wish to cancel your payment or change your order please use the cancel button provided and wait to be returned to the store.
Please do not use your browser back button.
Comments (Edit)
Paypal Upload
Upload Funds to Wallet



When the customers Wallet Upload is complete funds won't be immediately available until the Administrator recieves notice of the Wallet Upload and Updates the status to 'Delivered'

For the Administrator to complete this process go to Admin>Reports>Wallet>Wallet Uploads, locate the upload and upadte the status from the drop down list

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PayPal PayFlow

PayPal PayFlow Payment Module (PPF) is a robust more professionally integrated option for PayFlow Account holders with Standard (free), Advanced (paid) and Pro (paid) options. Users will need their Vendor merchant login ID. PayPal Flow is essentially “only” a merchant account. The transactions conducted via PayFlow Pro (for US Merchants) do not appear in your PayPal account. Instead, they are forwarded directly to your merchant bank account. Basically, PayFlow Pro is just like any other traditional payment gateway (like to Authorize.net etc). In North America you can connect the PayFlow Pro service to your own merchant bank account. In the UK, the Payflow Pro service is actually bundled as a hybrid service with Website Payments Pro, connecting all the transactions to your UK PayPal account, and all monies are deposited to your PayPal account, instead of directly to your bank account. For more info: PayPal PayFlow.

NOTE: If you are new to the e-commerce landscape, then you are probably better off working with Paypal/Paypal Credit Cards (IPN) for processing, simply because it’s an all-in-one solution that is inexpensive. However, for merchants who are established, process numerous orders daily and need more advanced reporting, then PayFlow Pro is the better solution.

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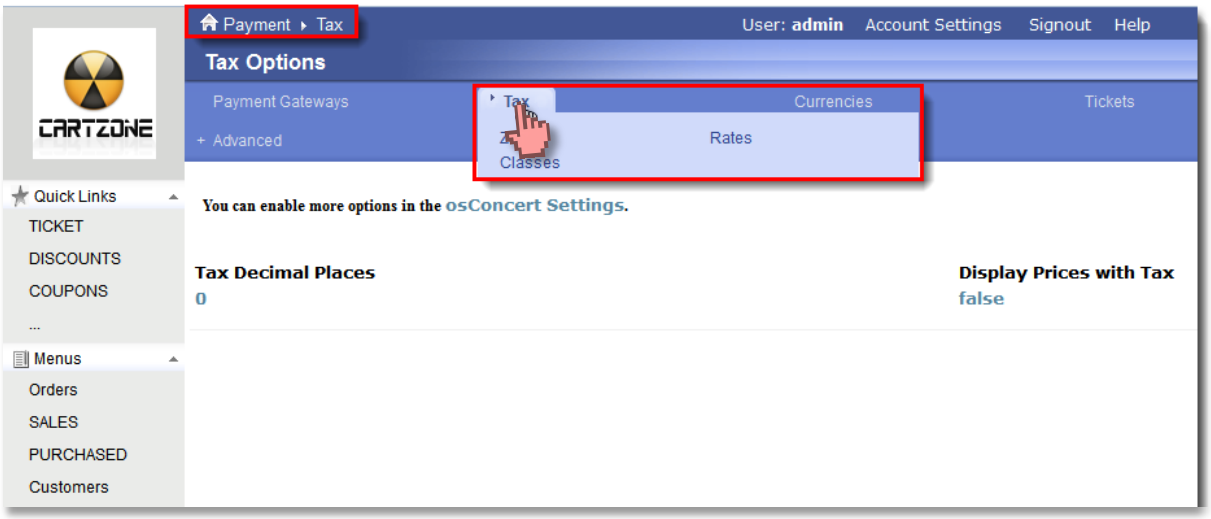
Tax Module – introduction

OsConcert comes standard with a Tax module that is integrated in the Payment Modules. After a complete setup, the Tax module calculates an unlimited amount of Taxes, General Service Charges or Fees at the moment of sale. The Tax or Service Charges are Zone (=Country) specific and the rate(s) can be fully customized.

Tax – Setting up

Taxes and Service Charges are set up in 3 steps in:

Admin>Payment>Tax



Step-1 Set up in osConcert the Tax or Service Charge *specifics,* e.g. Tax-Class (this includes Tax name and Tax description) and a Tax Rate (this includes Tax rate in % and assigns a Zone (country).

Step-2 Edit the database to get the Tax (or Service Charge) an ID to each product through the database to eventually have a Tax(es) displayed in the order confirmation page.

NOTE; at this moment there is no setting for this and you may want to ask help of a webmaster to assist you with this as linking the Tax to products (or zones) is usually managed at your phpMyAdmin. Also see ***Error! Reference source not found.***

Step-3 Set up osConcert to display the Tax (or Service charge) in the Order Totals-Module (*Admin>Payment Modules>Advanced>Order Totals*).

IMPORTANT!: Whenever a new 'Order Totals' related module such as a Tax or Service Charge is installed, it is best to "uninstall" ALL the 'Order Totals-modules' and then re-enable each module one by one. To do so, DELETE the Sub-Total and the Totals THEN install Tax, Service Charge, Sub Total and Total.

Tax-GEO zones introduction

Taxes and Service Charges are Zone (=country) specific. At this moment osConcert has 4 build-in GEO ZONES; USA, Australia, Box Office and World Zones.

NOTE: "World Zones" incorporates ALL the countries of the world outside of the USA and Australia and Box Office. This means the Tax or Service Charge you set to be charged for World Zone will be charged for ALL customers in the selected zone(s) (=country, including orders generated by the nominated Box Office).

Normally, the 4 default installed GEO-zones are sufficient to get started with osConcert and do not require any additional set-up.

However, for a more focused exposure in your own country e.g. UK .it is possible to create a new GEO Zone as UK (United Kingdom) especially for the purposes of setting a new Tax or Service Charge like VAT that will be unique to that zone and not seen to any other (World Zone) customers. You may want to ask the help of a webmaster to assist you with this. *For more information, please see* Setting up a Tax for a specific Country.

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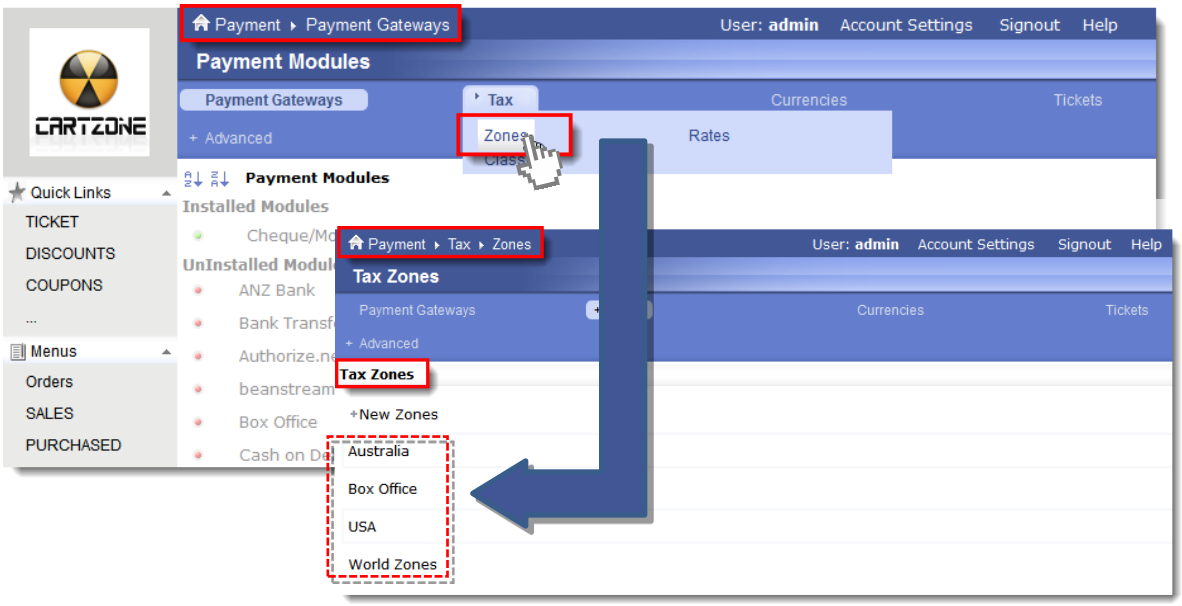
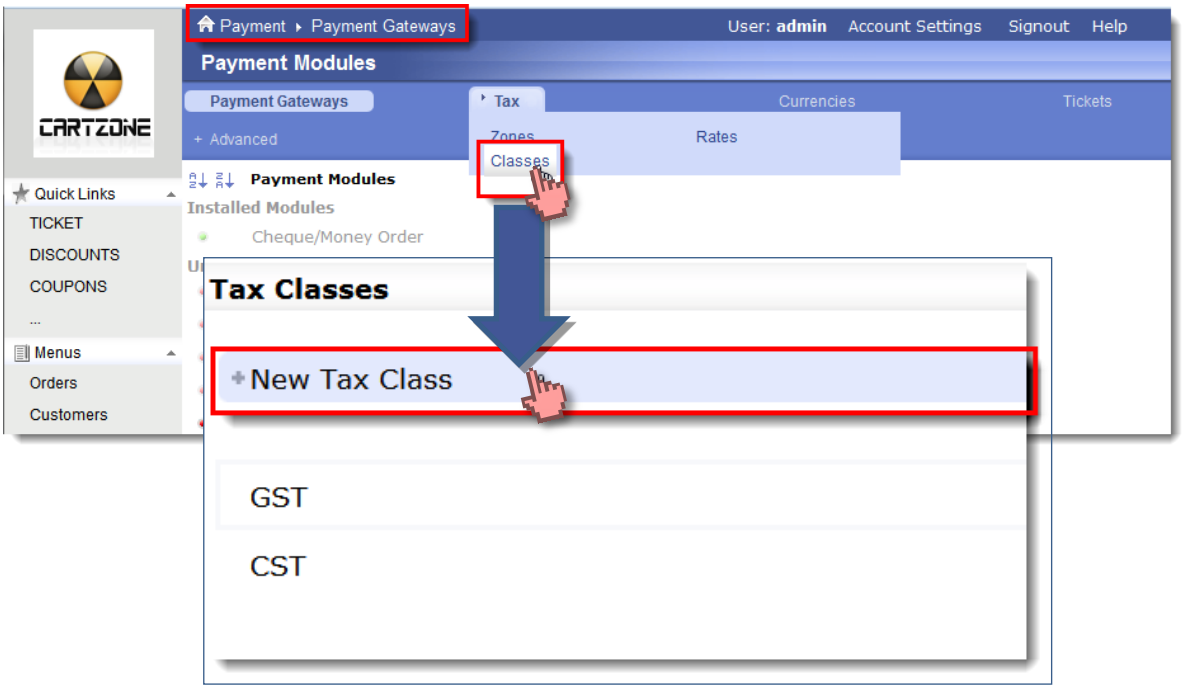


Tax Classes – Adding a new Tax Class

In most countries a Sales Tax is applied to the sale of a product or a service. These Tax "Classes" are called "Sales and Use" Tax in the United States, "Value Added Tax" (VAT) in the European Community and "Goods & Service Tax" (GST) in several other Countries.

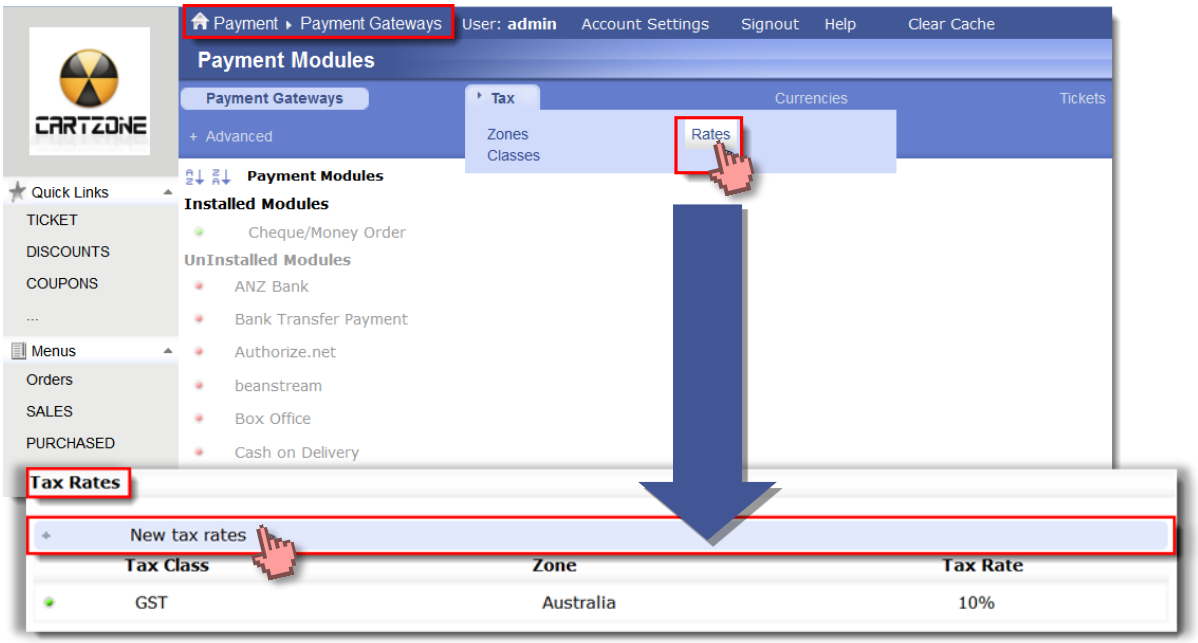
To create a new Tax Class, click *Admin>Payment>Tax>Classes*



Click the NEW TAX CLASS tab. Edit the Tax Class *Title field* with the TAX abbreviation and add a short *Description*. Click SAVE to save your settings.

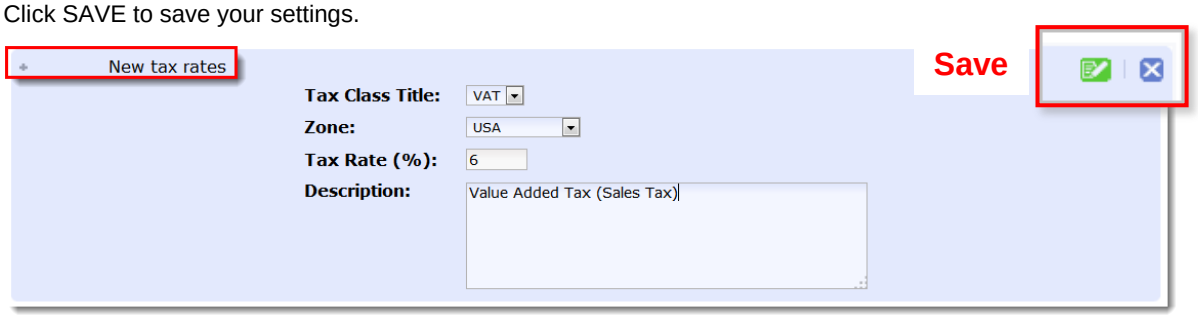
Tax – Adding a new Tax Rate

A Tax is calculated in % of the total ticket price(total). Set this % Tax rate in *Admin>Payment>Tax>Tax Rates*



Click the NEW TAX RATE. Click to open New Tax Rates tab. Make a selection from the pull down to set the Tax Title. Select a GEO Zone and set a Tax Rate (%).

Click SAVE to save your settings.



To enable click the GREEN/RED status bullet. To change the listing sequence, click the arrow up/down. To edit or to delete a Tax Rate, click the Tax Rate tab and click the Edit or Delete icon.

IMPORTANT! Adding a new Tax Class will create a Tax Class ID in the database. The ID can be found in the 'tax_class' table as the "Value Added Tax" eg. The class that was just set up.

At this moment there is no setting for this and to proceed you may want to ask help of a webmaster to assist you with this as linking A Tax, Service or Booking Fee to products and to the correct GEO zone is usually managed at your phpMyAdmin. See Setting up Service Charge or Booking Fee.

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Service and Booking Fees
This is a ticket selling software so we must find a way for users to add a Service Charge or Booking Fee

(per ticket) Booking Fee

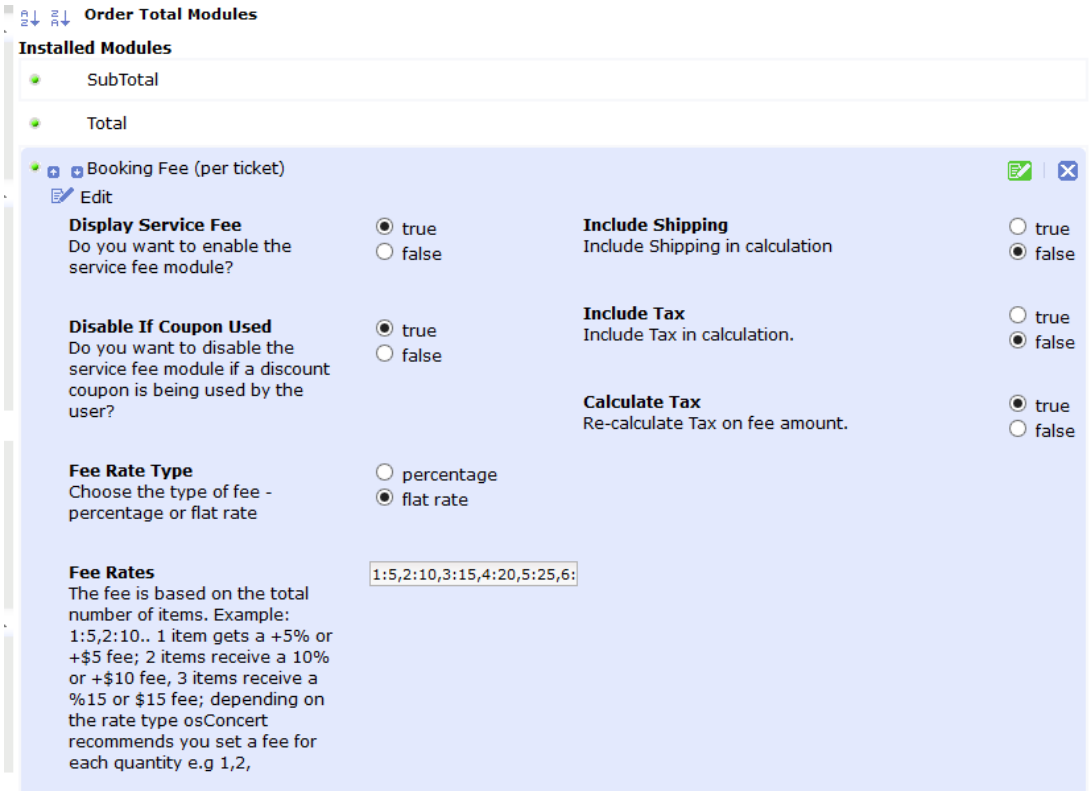
For a simply way to add a Booking Fee (Service Fee/Service Charge) at CHECKOUT to every product in your order. Enable the Order Total Module Booking Fee (per ticket)

We should also set the Order Totals in the osConcert to display **Booking Fee(per ticket)** correctly at checkout confirmation

Admin>Payment>Advanced>Order Totals>**Booking Fee(per ticket)**

In the Oder Totals module first DELETE the already installed modules (SubTotal, Total etc) and then RE-INSTALL with Booking Fee (per ticket) most likely your first module, followed by SubTotal and then Total module. This will give a correct order display in the checkout confirmation page.

It can be a **Flat Rate Fee** or **Percentage Rate Fee** per product.


Order Total Modules
Installed Modules
SubTotal
Total
Booking Fee (per ticket)
Edit
Display Service Fee
Do you want to enable the service fee module?
true
false
Include Shipping
Include Shipping in calculation
true
false
Disable If Coupon Used
Do you want to disable the service fee module if a discount coupon is being used by the user?
true
false
Include Tax
Include Tax in calculation.
true
false
Calculate Tax
Re-calculate Tax on fee amount.
true
false
Fee Rate Type
Choose the type of fee - percentage or flat rate
percentage
flat rate
Fee Rates
The fee is based on the total number of items. Example: 1:5,2:10.. 1 item gets a +5% or +$5 fee; 2 items receive a 10% or +$10 fee, 3 items receive a %15 or $15 fee; depending on the rate type osConcert recommends you set a fee for each quantity e.g 1,2,
1:5,2:10,3:15,4:20,5:25,6:

Where you see the **Fee Rates**, you'll need to list each and every quantity and add the fee rate for each in the input field. Here is an example …if you want a $5 fee per ticket

1:5,2:10,3:15,4:20,5:25,6:30,7:35,8:40,9:45,10:50,11:55,12:60,13:65,14:70,15:75,16:80,17:85,18:90,19:95,20:100,21:105,22:110,23:115,24:120,25:125

SAVE the module and make a test order. You should see the (per ticket) Booking Fee calculate the totals

NOTE: When using the Flat Rate Fee version …..to show the actual FEE at the totals page set the fee in the language file
includes/languages/modules/order_total/ot_service_fee.php
define('MODULE_ORDER_TOTAL_SERVICE_FEE_FLAT_RATE_TEXT_EXTENSION', ' ($5)');

Now you'll see something like this at checkout confirmation:

(per ticket) Booking Fee ($5): +$10.00
SubTotal: $50.00
Total: $60.00

(per order) Booking Fee

For a simply way to add a Booking Fee (Service Fee/Service Charge) at CHECKOUT to order. Enable the Order Total Module Booking Fee

We should also set the Order Totals in the osConcert to display **Booking Fee** correctly at checkout confirmation

Admin>Payment>Advanced>Order Totals>**Booking Fee**

In the Oder Totals module first DELETE the already installed modules (SubTotal, Total etc) and then RE-INSTALL with Booking Fee (per ticket) most likely your first module, followed by SubTotal and then Total module. This will give a correct order display in the checkout confirmation page.

We use the Low Order Fee module …..popular in shopping cart softwares

Here's how to set it up:

Make sure you have **Allow Low Order Fee=** true
The Order Fee For Orders Under $5,000.00 is important too, so you could apply this Booking Fee to Low Order Totals only if you wanted.

Booking Fee % of total order

osConcert also allows setting up a specific Booking Fee (in % of order total) that is based on charging a Tax. The Booking fee will be charged to your customers additionally to the order total amount.

IMPORTANT! Adding a new Tax Class that be used to create a Booking Fee will create a Tax Class ID in the database. The ID can be found in the 'tax_class' table that will be created after you created the new Booking Fee Class.

At this moment there is no setting for this and you may want to ask help of a webmaster to assist you with this as linking A Tax, Service or Booking Fee to products and to the correct GEO zone is usually managed at your phpMyAdmin database. See Setting up Service Charge or Booking Fee.

Tax – Amount/Display Settings

On the *Admin>Payment>Tax* main-page the following Tax Amount/Display Settings can be set up;

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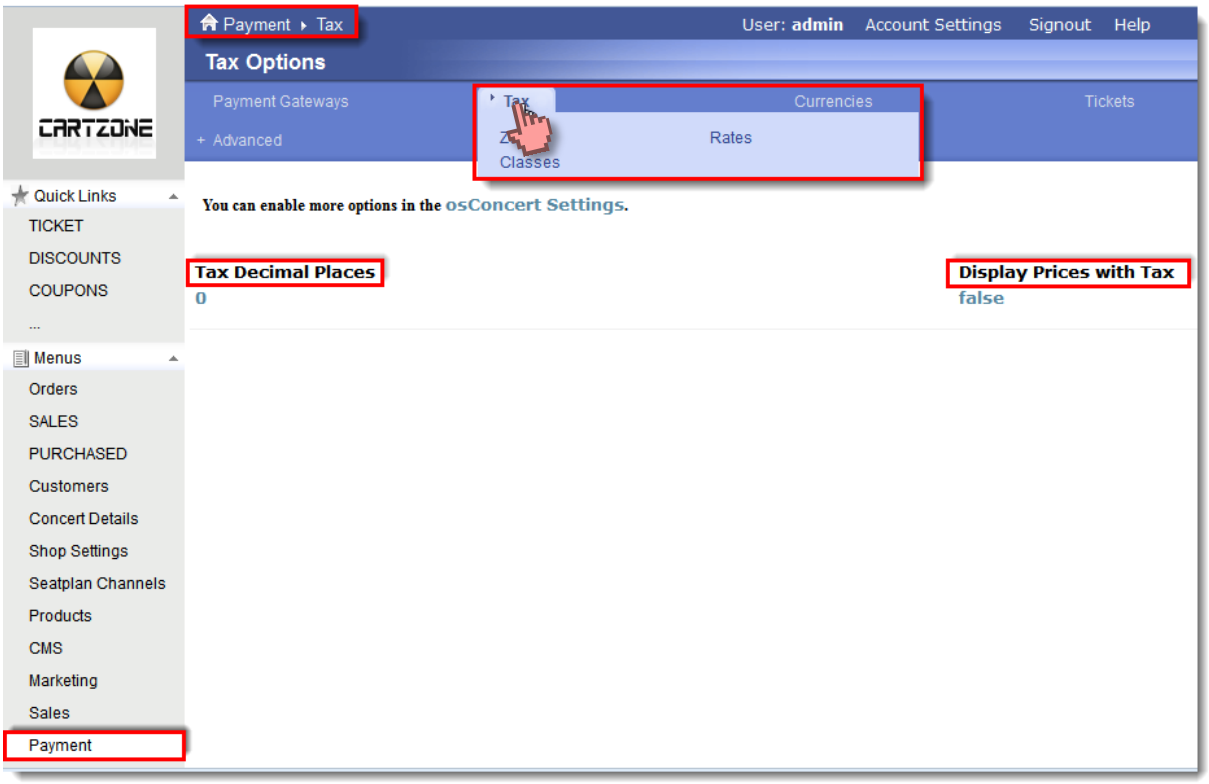

Tax Decimal Places

To “pad” the Tax value with a decimal value, click Admin>Payment>Tax>Tax Decimal Places. Default=0

Display Prices with Tax

The order price can be displayed included in the ticket price or state the Tax separately at the confirmation page.

Admin>Payment>Tax>Display Prices with Tax.

TRUE= display ticket price with the Tax included.
FALSE= tax will be stated separately at the end. Default= FALSE.

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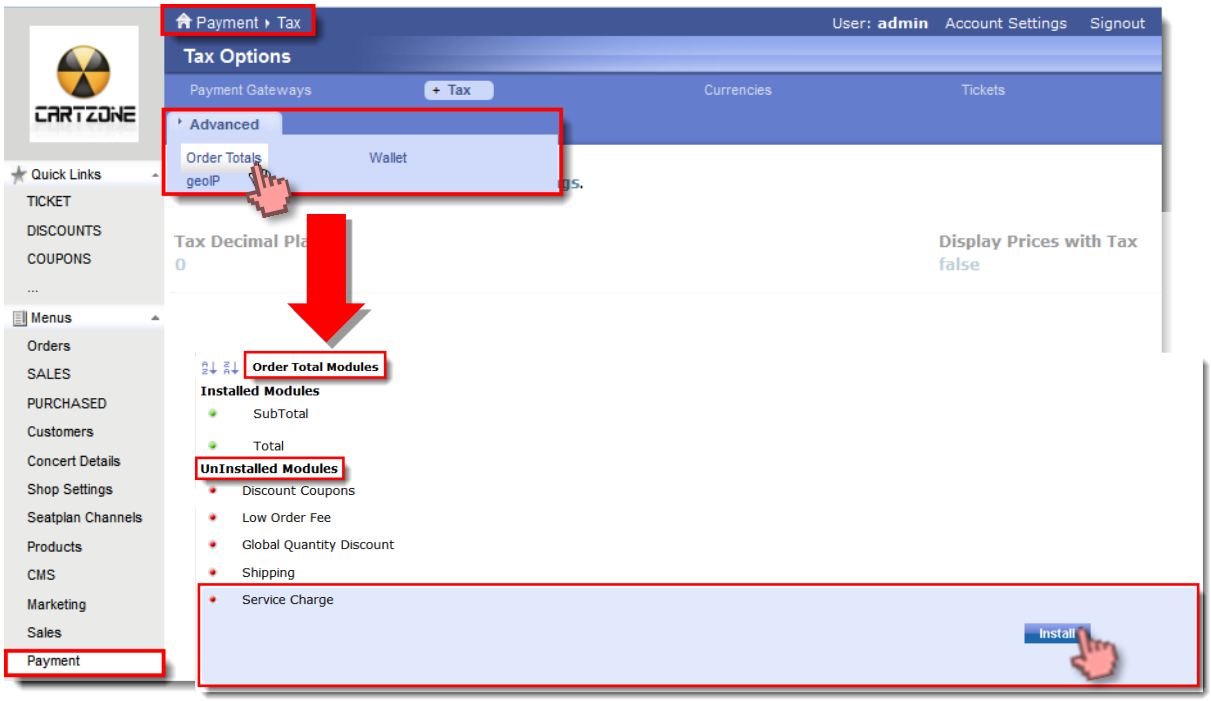
Order-Totals Module

By default osConcert is set up to show 'Order Totals' without displaying any Tax, Service Charge or Booking-Fee at the confirmation page at the front-end.

IMPORTANT! To display a (new) Tax, Service Charge or Booking Fee, ENSURE that (all) products have gotten a 'products_tax_class_id' in the TABLE 'products' database as explained in Tax-GEO zones.

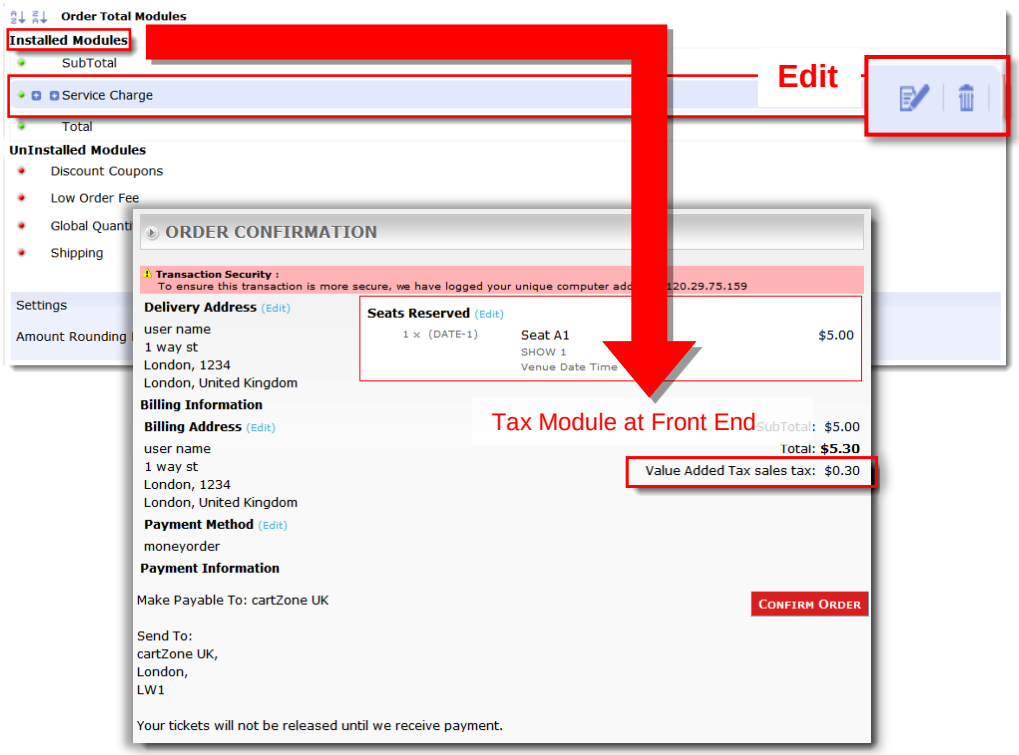
In order to display the (new) Tax (or Service charge) at the confirmation page at the front-end, the (new) Tax (or Service Charge) needs to be ***Installed and Enabled*** in the 'Order Totals-Module'.

Admin>Payment Modules>Advanced>Order Totals



The new Tax or Service Charge will be listed in the UNINSTALLED Modules. Double Click on the Tax or Service Charge module and click the INSTALL button.

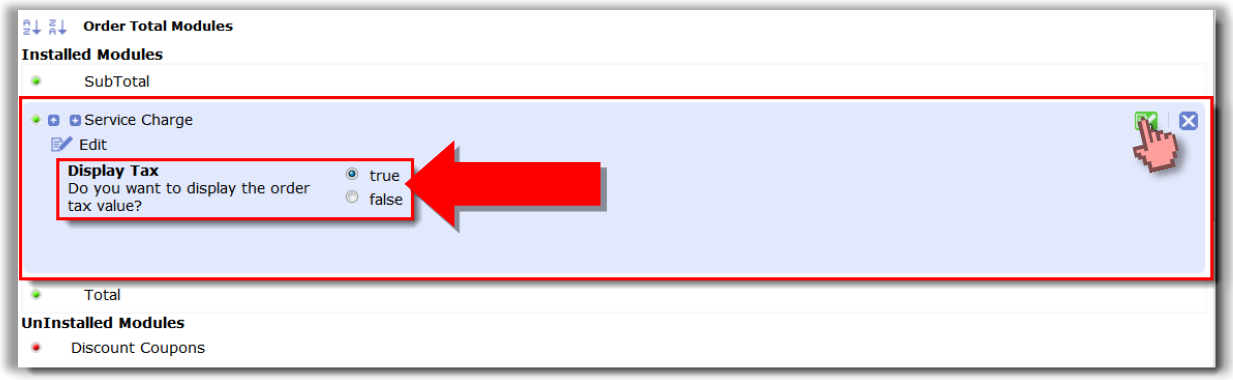
After installation, the new module will now list in the INSTALLED Modules and display at the front-end.



Deleting a Tax or Service Charge

Although it is possible to delete (uninstall) a Tax or Service Charge Module by clicking the trash icon, we recommend just to HIDE a Tax or Service Charge module at front end and preserve the settings.

To do so, double click to expand the installed Module tab, click EDIT and change the TRUE status to *FALSE*.



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Tickets

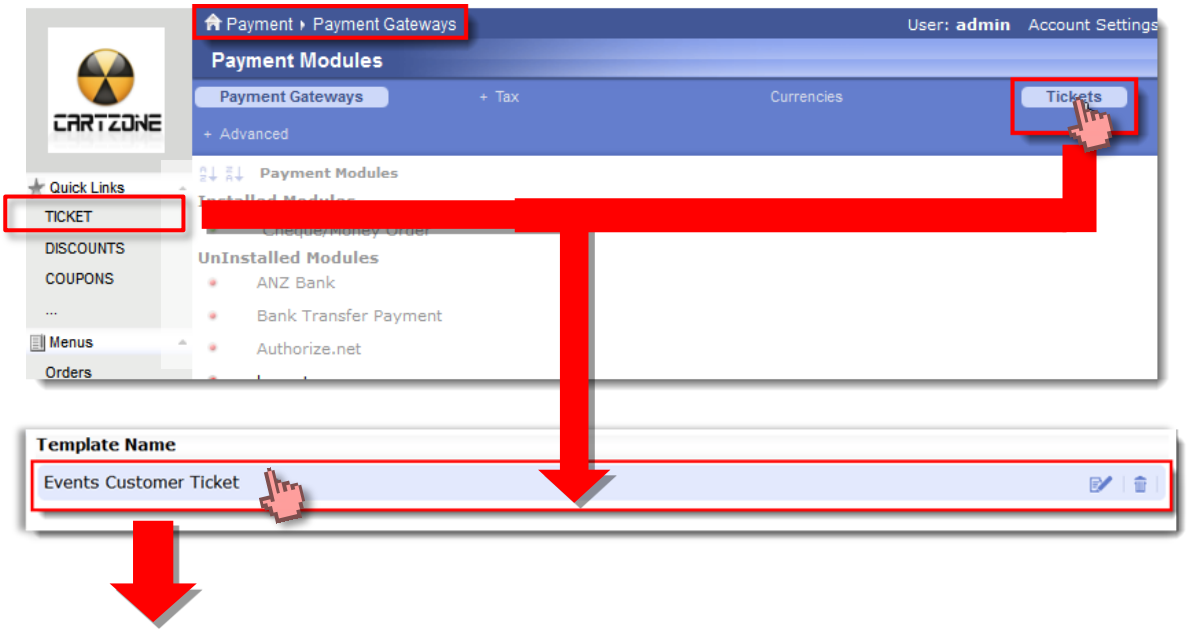
osConcert comes standard with a printable PDF ticket, the “Events Customer Ticket”. If you don’t want the option for customers to view and print PDF E-Tickets. Disable the option in:

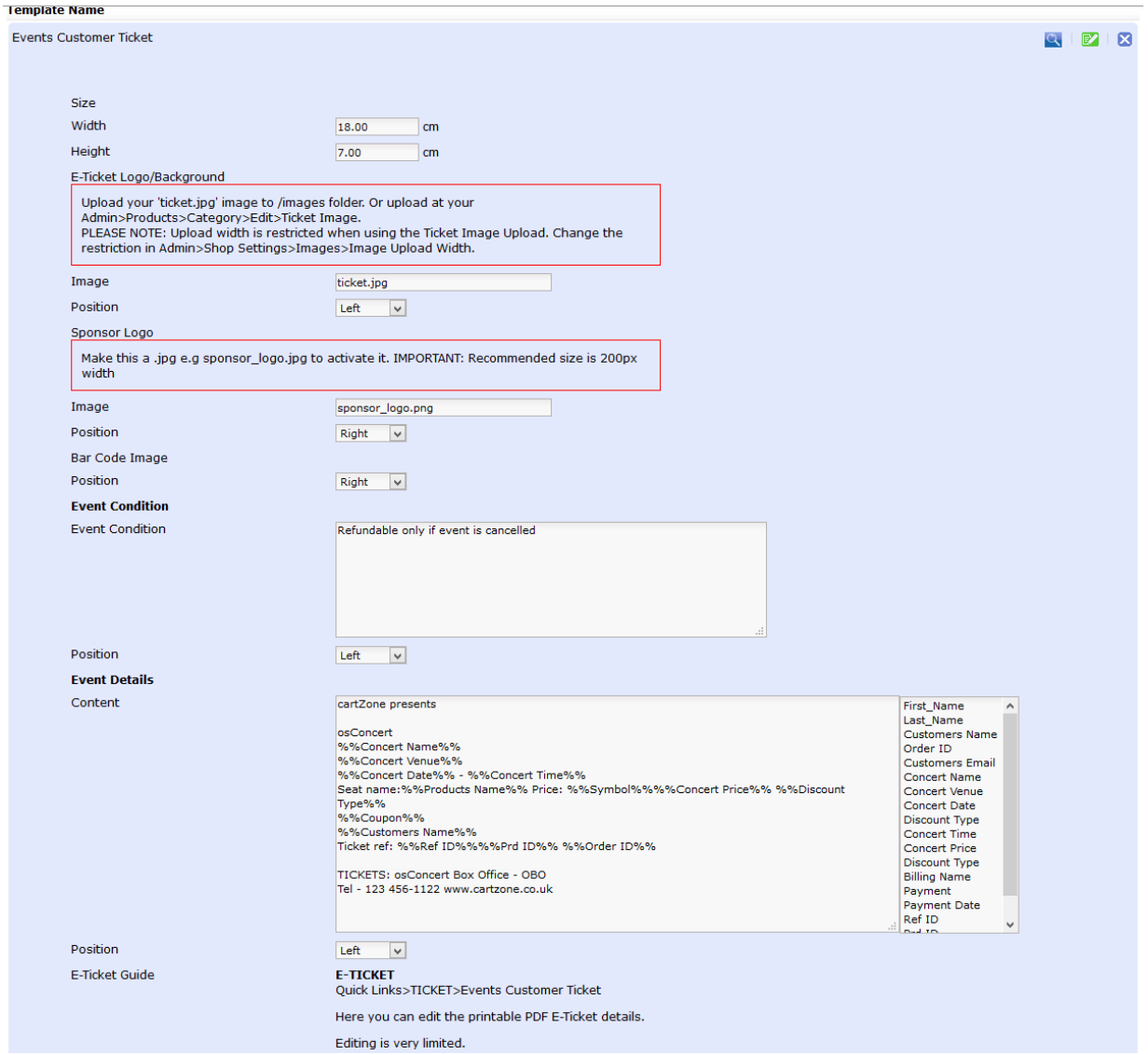
Admin>Shop Settings>Advanced>eTicket Settings>Disable E-Tickets

Standard osConcert e-ticket, with standard placeholders (=words/text that osConcert is using and referring to).

NOTE that **editing** the Event Customer Ticket template **is limited but we can provide a more Advanced eTicket Editing Module on request.**.

Admin>Payment >Payment Gateways>Tickets ***or*** via *TICKET* in the Quick Links Menu (left side).





IMPORTANT!

Ticket Background Image

In osConcert Version 7 it is now possible to upload images for each category/SHOW in Admin>Products>Category>Edit>Upload Ticket Image

Now we can have a different background image for each SHOW.

Here's how to do it!

Go to Admin>Products>SHOW (your show category or sub-category) >EDIT

You will see the Ticket Image> Upload an new ticket image?

Upoad a jpg or gif image file now and it will be restricted to a width of 350 pixels.

350 pixels is the default width for uploading category and product images in Admin>Shop Settings>Image Upload Width. This means the image will be resized to this value. You can temporarily increase the upload width here:

Or you could upload a much higher resolution image directly by FTP and reference the image name in the TABLE ‘categories’, but the higher the resolution the higher the load time of the image.

Whatever size you upload, it will stop at it’s longest size either width or height so try to get the image into good proportion to match the proportion of the eTicket dimensions.

Here is an example of a background image uploaded by FTP 2048 x 923 Pixels the eTicket weighs in at 144kb which is not bad.

If there is no ticket to upload via Admin>Products>Category>Edit then the default /images/ticket.jpg will be used.

So if you only need a general background image for all your shows then it may be easier to simply replace the default **images/ticket.jpg** in the application.

Test E-tickets in *Admin>Orders>Edit>Ticket (at this time **PREVIEW DOES NOT WORK**)*

Ticket Fonts
Top Line is the Bigger Arial Font. Bottom Line is the smallest font (=Event Condition). Anything in between is mid-sized Arial font. That is all we have control of unless you take time to **edit the hard coded files** in the application.

Ticket Placeholders
GUIDE TO PLACEHOLDERS:
%%Concert Name%% = Concert Heading Titles
%%Concert Venue%% = Venue
%%Concert Date%% = Date
%%Concert Time%% = Time

%%Discount Type%% = Type of discount added
%%Coupon%% = If Coupon Discount used or not
%%Symbol%% = Currency Symbol
%%Concert Price%% = Price of ticket as number

%%Customers Name%% = taken from the actual order.

%%Products Name%% = Seat Name and Number
%%Ref ID%% = reference ID
%%Prd ID%% = product ID

%%Payment%% = Payment Method - Free Checkout read Free Event

%%Billing Name%%

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Ticket Printing

Customers should be informed that they need to set their (Adobe reader) printing options to allow 'page handling' which will enable multiple tickets per page to be printed at once;

Adobe reader; *File/Print/Page Handling pull down, select "Multiple pages per sheet.*

Ticket – Clear from your server

The PDF tickets generated by osConcert consist of 2 sections;

#1. the PDF *Event Ticket* (PDF section)
#2. the *Ticket Bar PNG* (Barcode section)

From time to time you will need to clear out the **PDF Event Tickets** and **Ticket Bar PNG** as they are generated in the */images* folder and will use unnecessary web-space over time.

Eg: ticket_bar_3-1-368.png
eg: events_tickets__1242527996.pdf

Use server date to help you delete unwanted files.

Bar-Coding

QR Codes

osConcert eTickets have QR 2D Barcode as default while **128 Barcodes** are also an option in the osConcert eTicket Settings.

Codereadr

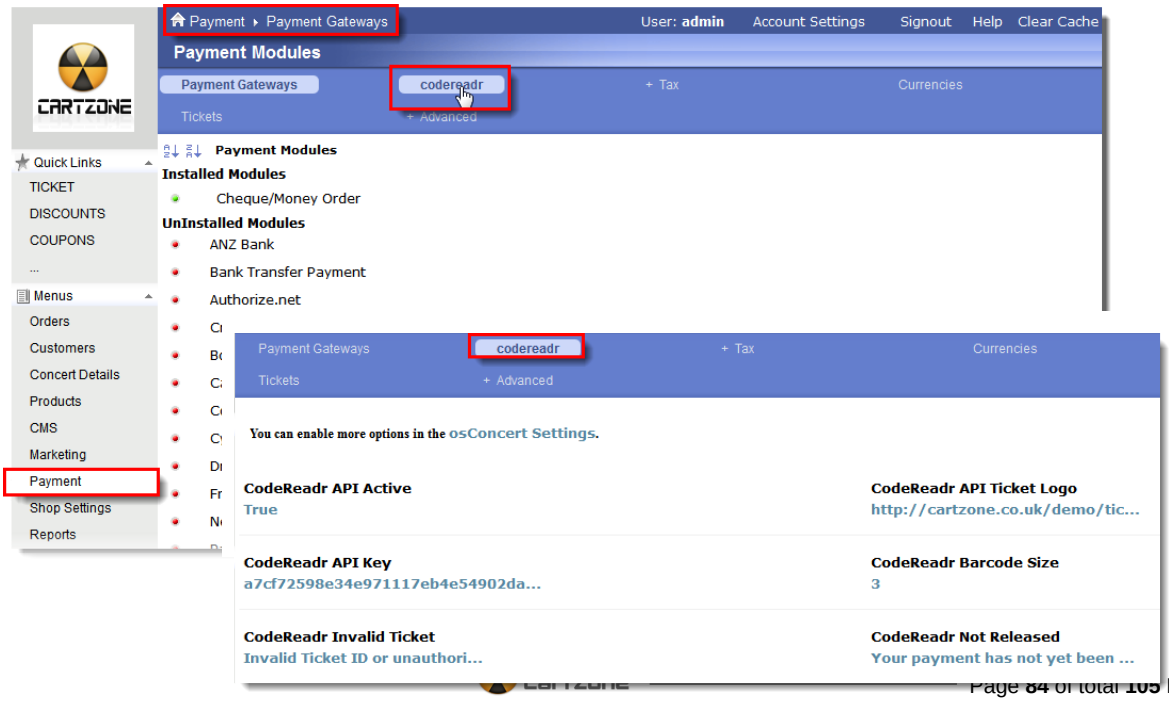
Codereadr is the integrated third party application within osConcert ***to collect read and validate bar-codes*** that are printed on your osConcert e-Ticket. To do so you will need to get and activate here the Codereadr API. An API or Application Programming Interface is a specification intended to be used as an interface by software components to communicate with each other.

With the default Codereadr settings you are able to use osConcert and print e-tickets. osConcert is recommending Codereadr software if you decide scanning and upload (scanned) the barcodes that are printed on your e-Tickets either ONLINE or OFFLINE.

For more HELP, check the About Codereadr integration document in Admin>Shop settings. You may want to ask help of a webmaster to assist you.

While codereadr provide an API, we can I can quote my programmer for further customization

Admin>Payments>Codereadr



Codereadr API Active

Default=False. Only True if you registered and have received the Codereadr API. For more info; http://codereadr.com/

Codereadr API Ticket logo

URL for your Codereadr Tickets logo.

Codereadr API Key

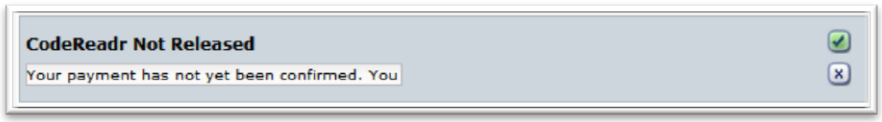
Your API key assigned by Codereadr.

Codereadr Barcode Size

Select here the bar-code size for the Codereadr barcode
3= small (=Default, do not change)
2=medium
1= large
NOTE: This is NOT the size of the barcode printed on your E-tickets but the size of the barcode Codereadr software displays on your scanner device in the event you to scan then upload scanned barcodes. This function (among other options) requires a database and you will also need to register with Codereadr.

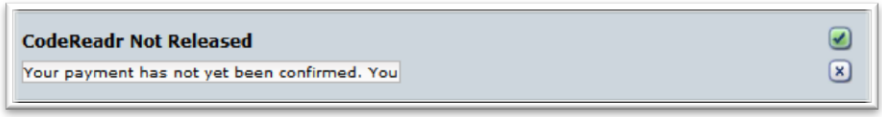
Codereadr Invalid Ticket

Text field for Codereadr invalid or unauthorized barcode (=on the scanning device at the moment of scanning the barcode).



Codereadr Not Released

Text field of Codereadr message when payment is not yet confirmed (=reply on scanning device at moment of scanning the barcode on the PDF E-ticket).



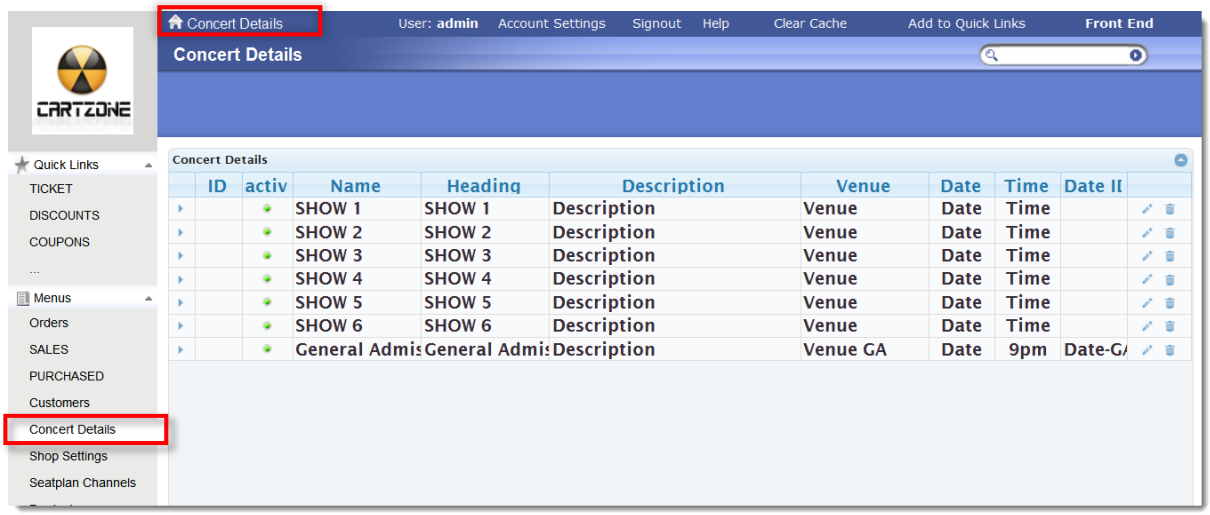
Back to Payments Menu

7. Concert Details

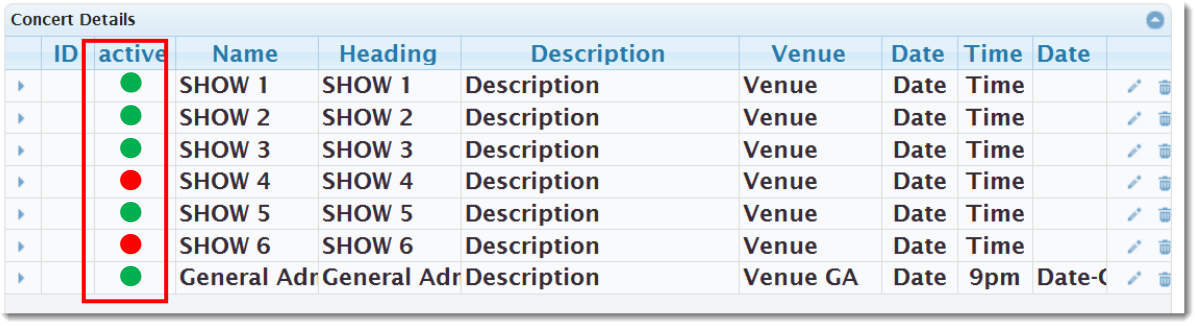
In osConcert *THE* dedicated place to set up, edit and reset *loaded* shows (visual seat plans) is in “Concert Details”.

In “**Concert Details**” each available loaded show will be listed and new shows can be set up or re-priced *–even in a hurry!*

Admin>Concert Details

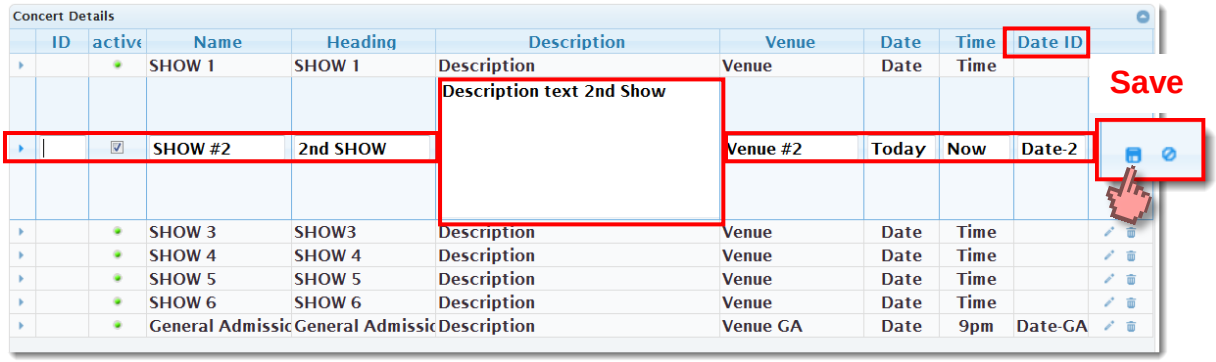


At the preview pane of the console it is possible to change the SHOWS display STATUS (green/red) by clicking the GREEN bullet in the “active” column



Edit a SHOW

In Admin>Concert Details simply highlight and double click on of the text fields to expand and open the entire row for editing.



Back to Concert Details Menu

ID Type here an **ID** (eg. A note) as a quick identifier at the back end. Can be text field, HTML or left 87mpty.

Active Tick-box to set Show **ACTIVE**. Green status bullet=Show is Live!
Red status bullet=Show is hidden from the front end but visible in the Menu

Name Type a **NAME** of the Show at the back-end (console). Text field, no limit. Can **NOT** be left empty.

PLEASE NOTE: difficult characters like apostrophe's and foreign characters should be preceded by a backward slash or you may find you cannot edit any further (JQGrid Bug)

Heading Type a **HEADING** text to be shown at the front-end. Text field, no limit. Can **NOT** be left empty. NOTE: that HEADING will be used on page category headings and will also be used on final e-ticket.

PLEASE NOTE: difficult characters like apostrophe's and foreign characters should be preceded by a backward slash or you may find you cannot edit any further (JQGrid Bug)

Description Type a short **DESCRIPTION** here. Text field or HTML. Can be left empty but Venue, Date, Time and Description can also provide more detail whenever a visitor views a seat plan. See below example of front-end.

PLEASE NOTE: difficult characters like apostrophe's and foreign characters should be preceded by a backward slash or you may find you cannot edit any further (JQGrid Bug)

Example:

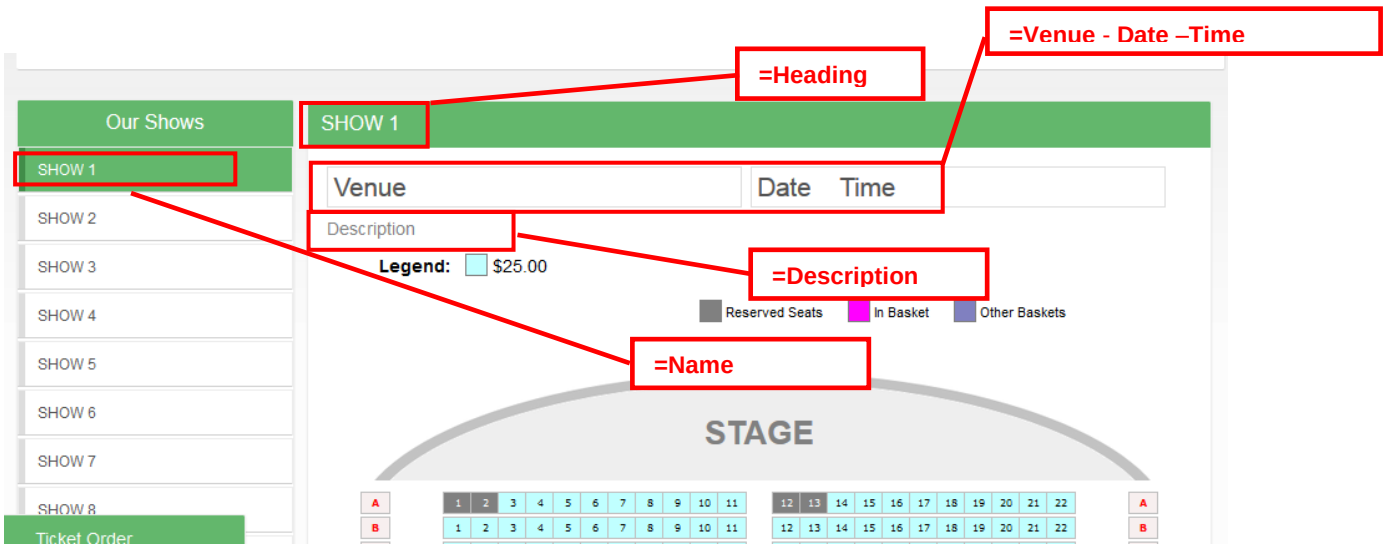
	Heading	Description	Ve
	SHOW 1	A Midsummer Night\'s Dream	Venue
	SHOW 2	Description	Venue

Venue Type **VENUE** details here. Can be left empty but Venue, Date, Time and Description can also provide more detail whenever a visitor views a seat plan. See below example of front-end.

Time Type the **TIME** of the show. Text field, no limit. Can be left empty but Venue, Date, Time and Description can also provide more detail whenever a visitor views a seat plan. See below example of front-end.

Date ID **IMPORTANT! The DATE ID is VERY IMPORTANT and should be edited for each new event and must be unique! Eg. If you have a show for a certain date then make the DATE ID a short text to identify that show from the rest, Eg. FRI-NOV-21st.-NO SPACES please.**

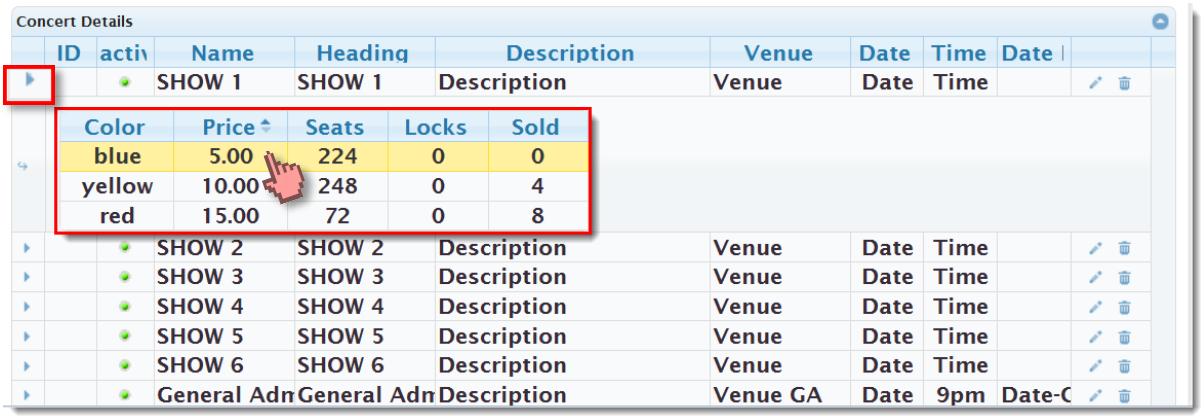
Back to Concert Details Menu



Edit Prices of a complete show/category

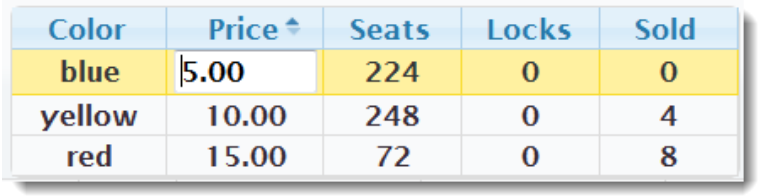
IMPORTANT! Ensure the unique DATE-ID is set-up FIRST! If no DATE-ID is set up first, it will not be possible to edit prices of a complete show/category.

To edit or to set up prices for a Show or Category, click on the **small blue arrow** on the left to open up and edit the prices section. Ensure the DATE-ID is set up first!



You will see your price banding listed with some information about total seats for the color-band and how many seats are sold. *Double click* to open a *price text field*.

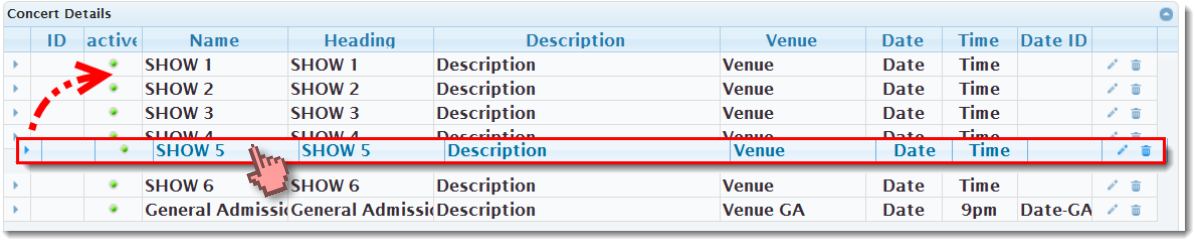
IMPORTANT! Press *ENTER* on your keyboard to SAVE the new values.



To close the editing mode, click again on the ***small blue arrow*** on the left.

How to arrange SHOWs in a sort order for the Front End menu.

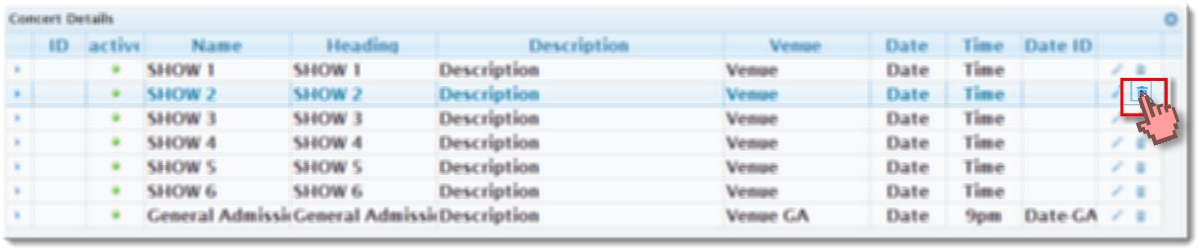
Simply drag and drop a row to arrange a sort order for the Front End main menu.



Back to Concert Details Menu

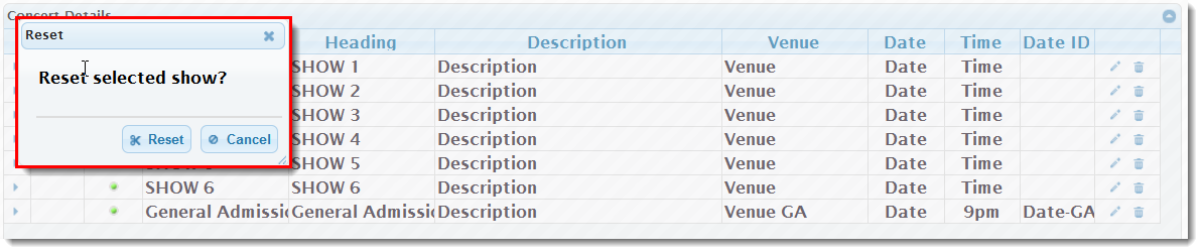
How to reset after the show has ended

After a test or at the end of a listed show, a show can be RESET. To reset a show, click the *dustbin icon* at the very last column of the show.



After clicking the “reset” button, **all reserved (sold) seats will be set to available again.**

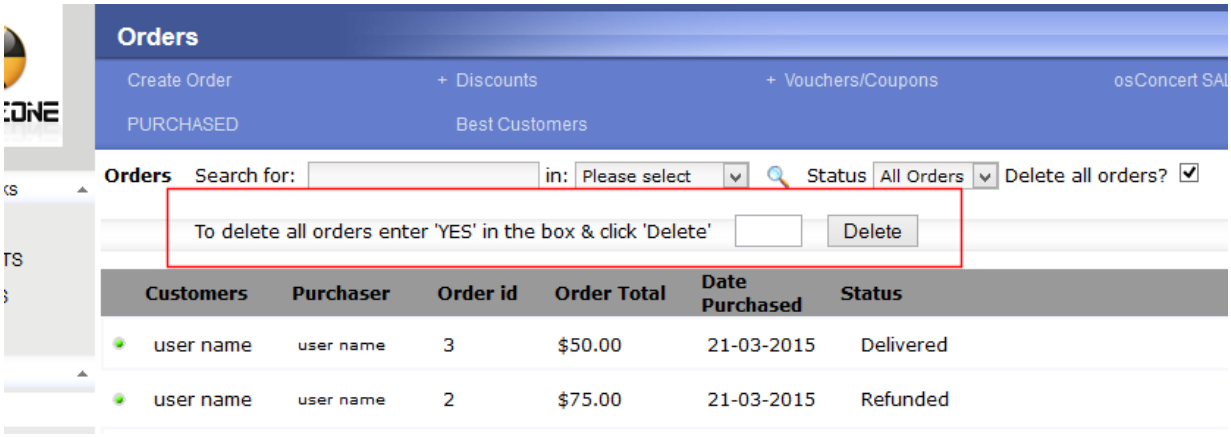
RESET DOES NOT empty the text fields



How to DELETE old orders

If you want to clear test orders or just start afresh with new orders we have a new function in Admin>Orders

You will have the option to DELETE all orders and if you want them back an option to reverse the procedure. (orders will be backed up in a new database table)



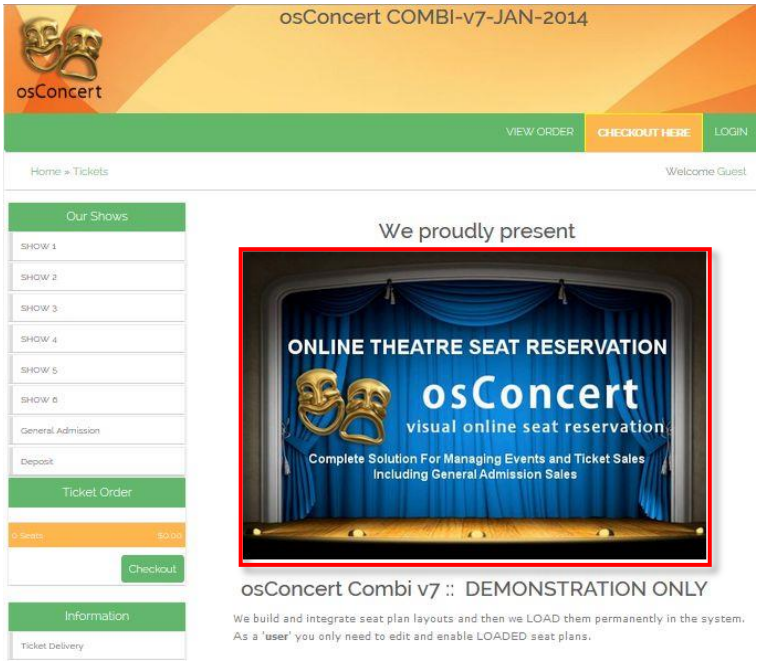
Back to Concert Details Menu

8. Home Page Edit (CMS)

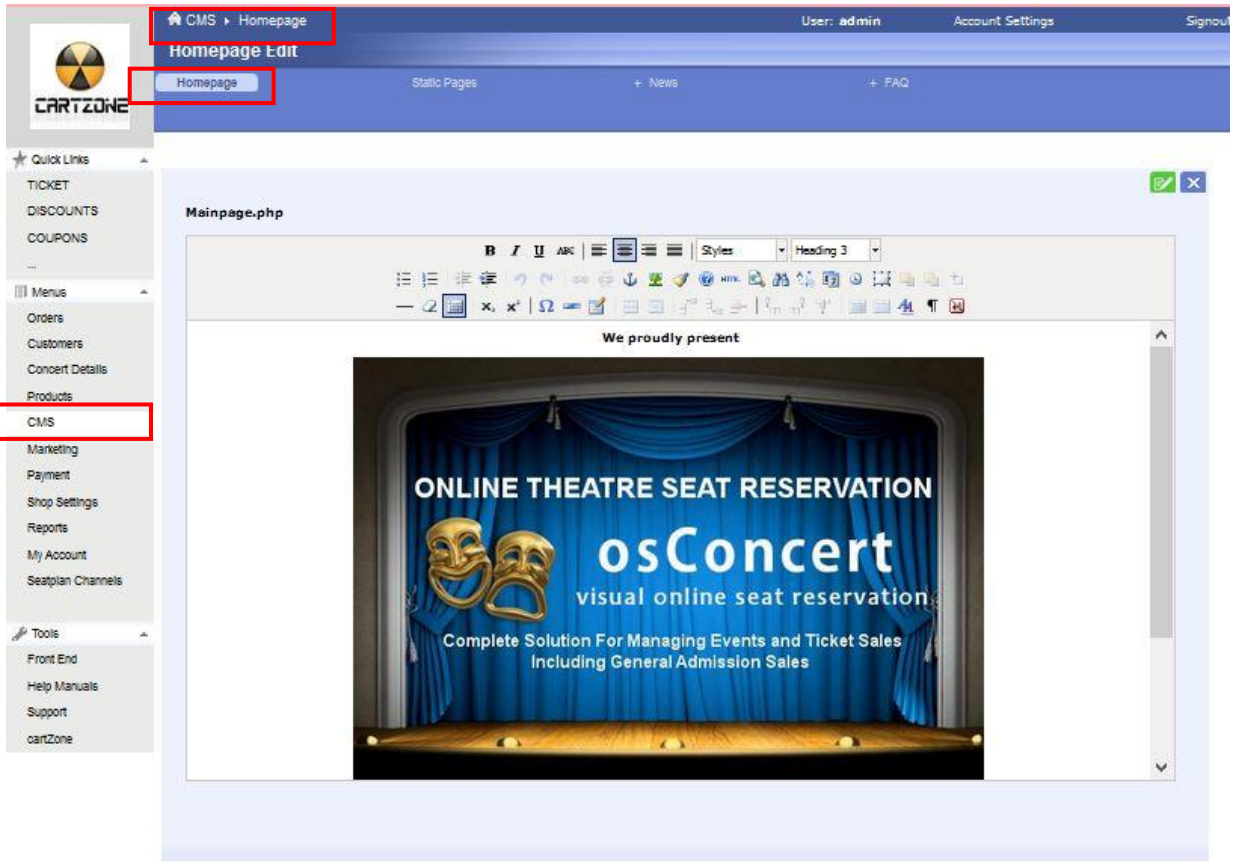
Edit Homepage

By default, on the HOME page (Front End) of osConcert, a “Cartzone Proudly Presents” welcome image (mainpage.php) is displayed. You may want to change the text and the image with your own in

Admin>CMS>Homepage



On the Admin>CMS>Homepage, click the EDIT button. Then edit the text in the WYSIWYG editor.

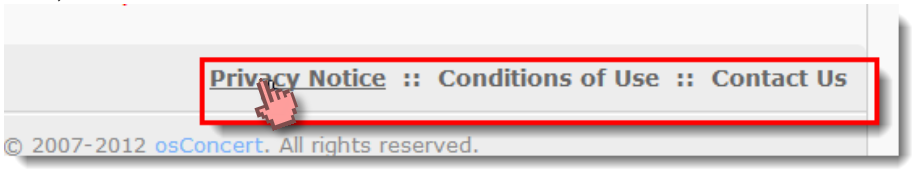


DEVELOPERS:

The Homepage can be edited directly; templates/cartzone/content/english/mainpage.php

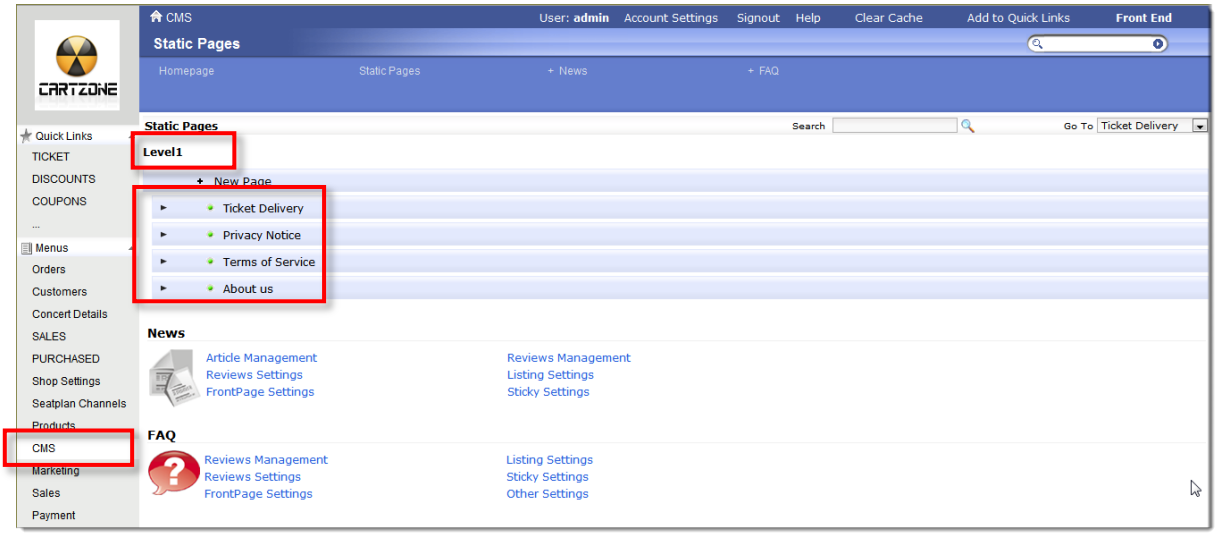
9. Static Pages (CMS)

Static pages are pages that are delivered to a user exactly as they are stored. Static pages in osConcert are the “Ticket Delivery”, “Privacy Notice”, and “Conditions of Use”.



In osConcert the Static Pages are stored in the CMS section (Content Management System).

Either switch OFF or EDIT the default complimentary’ Cartzone text’ and replace all ‘osConcert’ references with your own shop-name or write your own in *Admin>CMS>Static Pages*

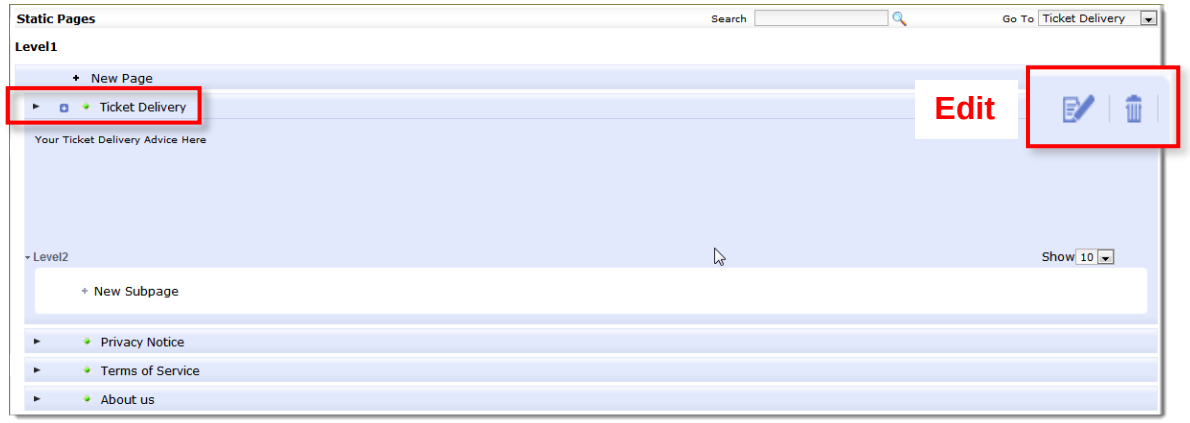


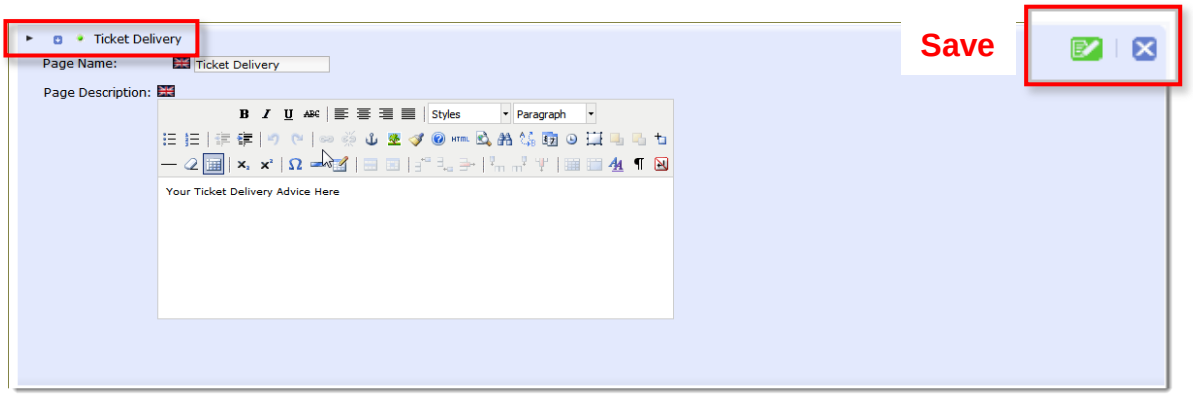
On the preview pane of the Ticket Delivery Static Page it is possible to change the display STATUS (green/red) by clicking the GREEN bullet.

The listing of the Static Pages is set by default by osConcert but the listing sequence of the Static Pages on the Front End can be changed by clicking the small blue UP or DOWN buttons next to the green status bullet.

Ticket Delivery

On the Ticket Delivery you write, for example “Refund” information or the “Right to cancel a show without prior notice”. Click on the Ticket Delivery to expand. On the expanded tab, click EDIT

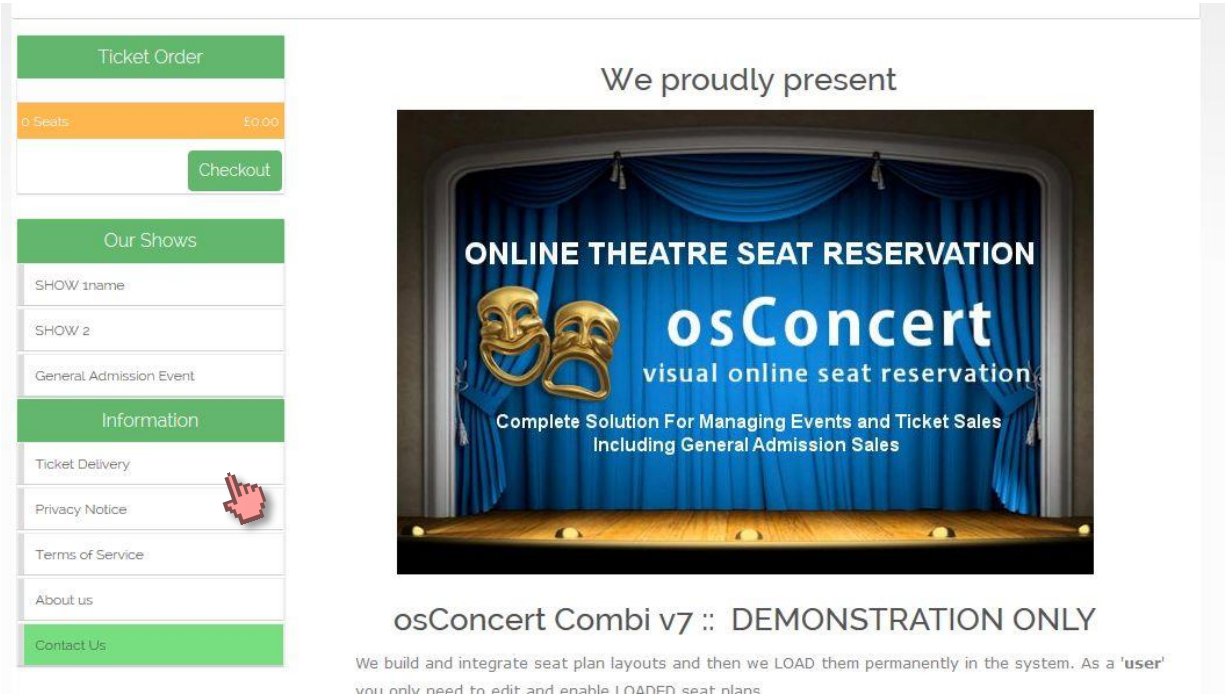




Use the WYSIWYG editor to edit PAGE NAME and type Your Ticket Delivery Article here. Click SAVE to save your Static Page text.

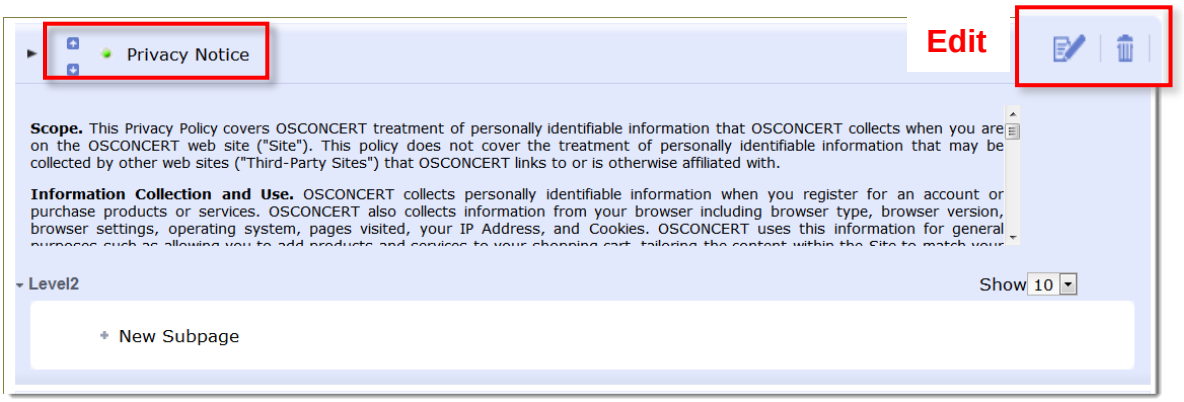
At the Front-End , the Ticket Delivery Static Page button will show on the left side Menu, under the Show-listings;

NOTE: Enable ‘Information’ infobox from Admin>Shop Settings>Template>Edit Template>infoboxes



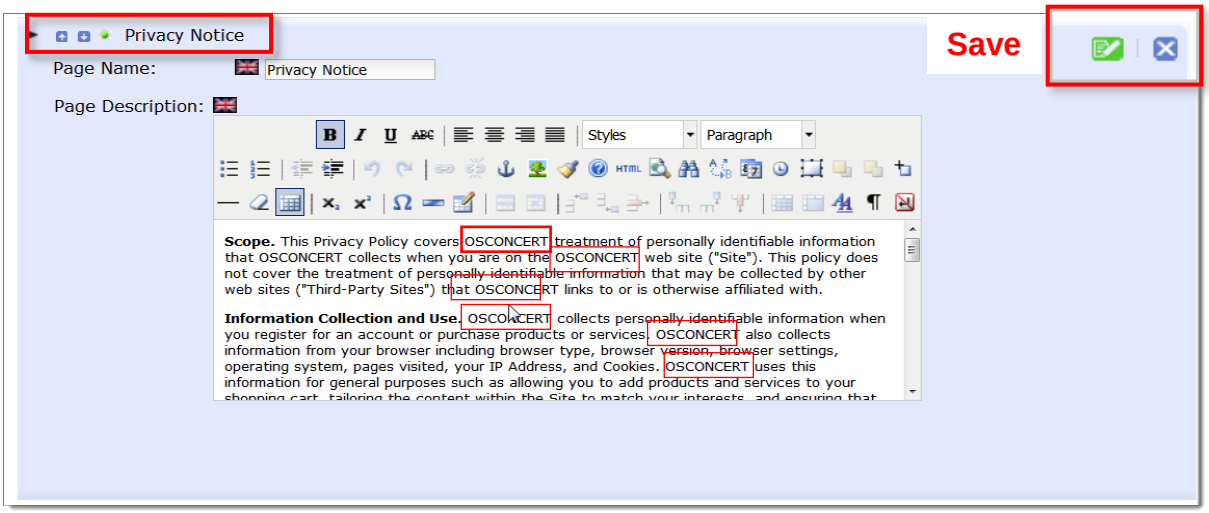
Privacy Notice

In the Privacy Notice there is information about the scope of the website, text about Information Collection and the use this information. *Admin>CMS>Privacy Notice*

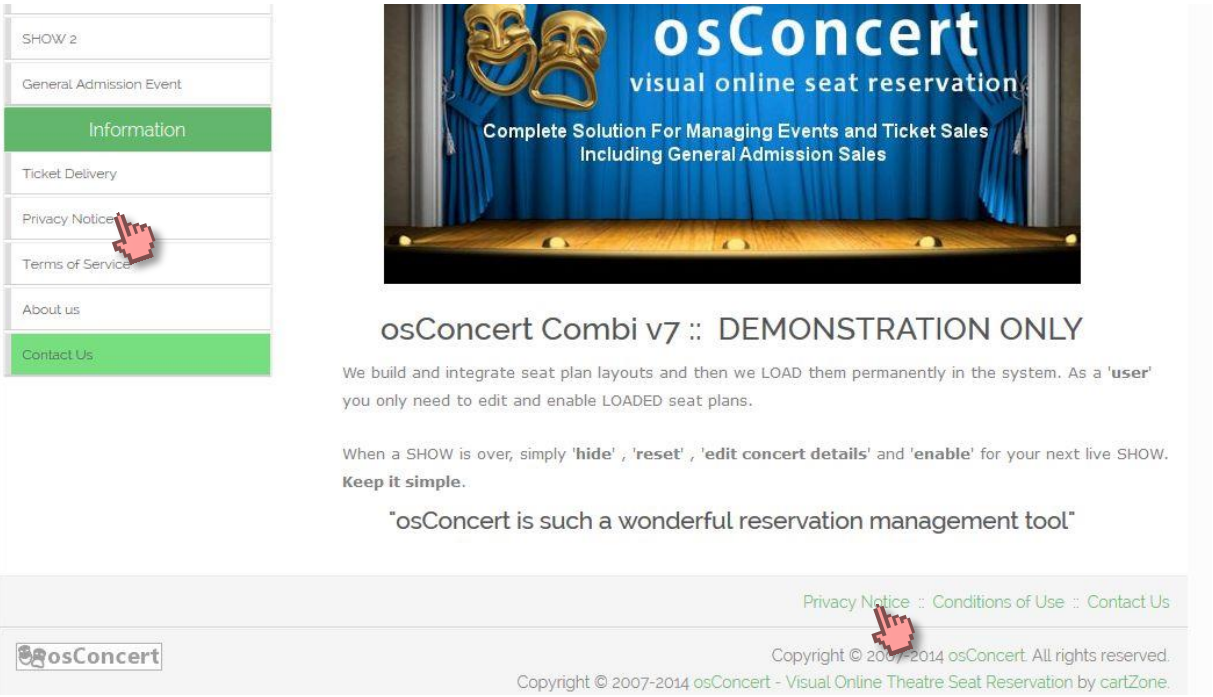

Privacy Notice
Edit
Scope. This Privacy Policy covers OSCONCERT treatment of personally identifiable information that OSCONCERT collects when you are on the OSCONCERT web site ("Site"). This policy does not cover the treatment of personally identifiable information that may be collected by other web sites ("Third-Party Sites") that OSCONCERT links to or is otherwise affiliated with.
Information Collection and Use. OSCONCERT collects personally identifiable information when you register for an account or purchase products or services. OSCONCERT also collects information from your browser including browser type, browser version, browser settings, operating system, pages visited, your IP Address, and Cookies. OSCONCERT uses this information for general
Level2
Show 10
New Subpage

Either switch OFF or EDIT the default complimentary 'text' and replace ALL 'osConcert' references with your own shop-name or write your own!

Click EDIT to enter the WYSIWYG editor. If you require, an additional subpage can be added in the Level2.


Privacy Notice
Save
Page Name:
Privacy Notice
Page Description:
Styles
Paragraph
Scope. This Privacy Policy covers OSCONCERT treatment of personally identifiable information that OSCONCERT collects when you are on the OSCONCERT web site ("Site"). This policy does not cover the treatment of personally identifiable information that may be collected by other web sites ("Third-Party Sites") that OSCONCERT links to or is otherwise affiliated with.
Information Collection and Use. OSCONCERT collects personally identifiable information when you register for an account or purchase products or services. OSCONCERT also collects information from your browser including browser type, browser version, browser settings, operating system, pages visited, your IP Address, and Cookies. OSCONCERT uses this information for general purposes such as allowing you to add products and services to your

At the Front-End, the Privacy Notice (and other Static Pages such as Conditions of Use) are listed in the INFORMATION >InfoBox *Admin>Templates>template>Edit>Left Column InfoBoxes*


SHOW 2
General Admission Event
Information
Ticket Delivery
Privacy Notice
Terms of Service
About us
Contact Us
osConcert
visual online seat reservation
Complete Solution For Managing Events and Ticket Sales
Including General Admission Sales
osConcert Combi v7 :: DEMONSTRATION ONLY
We build and integrate seat plan layouts and then we LOAD them permanently in the system. As a 'user' you only need to edit and enable LOADED seat plans.
When a SHOW is over, simply 'hide' , 'reset' , 'edit concert details' and 'enable' for your next live SHOW. Keep it simple.
"osConcert is such a wonderful reservation management tool"
Privacy Notice :: Conditions of Use :: Contact Us
osConcert
Copyright © 2007-2014 osConcert. All rights reserved.
Copyright © 2007-2014 osConcert - Visual Online Theatre Seat Reservation by cartZone.

Terms of Service

Terms of service (abbreviated as ToS or TOS) are terms to by which one must agree to abide by or sets the “rules” governing the use of the web site.

Either switch OFF or EDIT the default complimentary ‘text’ and replace ALL ‘osConcert’ references with your own shop-name or write your own!

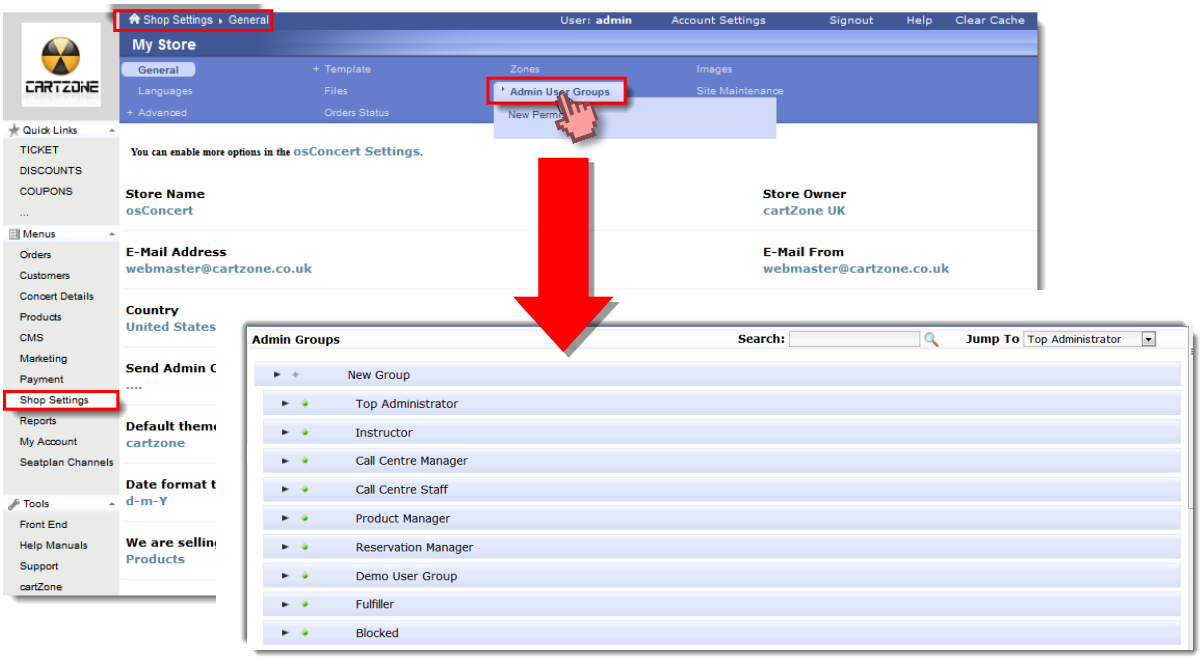
To edit the text of the Terms of Service Static Pages, please follow above steps. *Admin>CMS>Static Pages*

10. Admin User Groups

Admin User Groups

The Admin User Groups allow you to manage the osConcert software. In the Admin User Group you can add and delete Admin Groups, Member accounts and change their system access permissions.

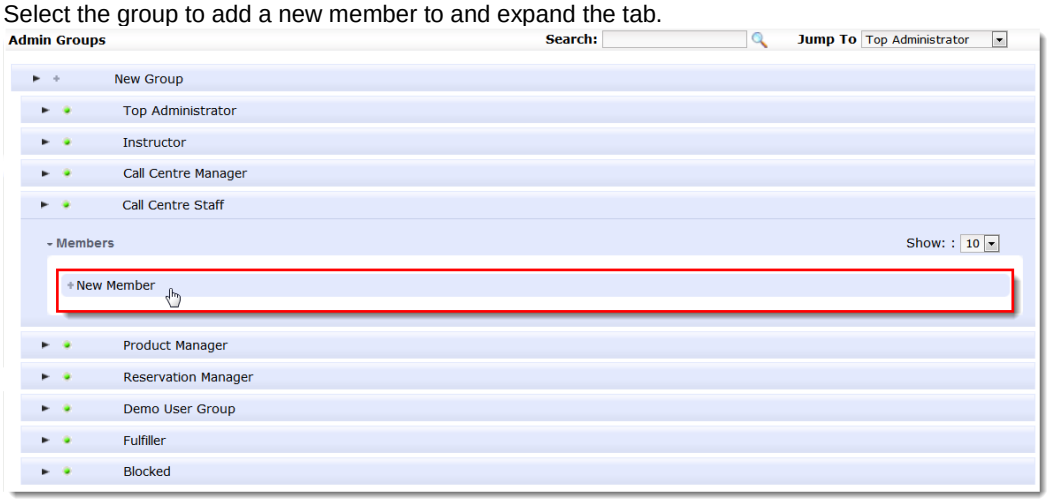
Admin>Shop Settings>Admin User groups



Adding Admin User Member

Osconcert has pre-loaded Admin User Groups, for example Instructor, Call Centre Manager and Reservation Manager. The access rights for each of these specific group are set to default but can be changed at will. Each Group can be populated with (new) group members. *It is not required that these Admin users are first registered to the osConcert Front-end (as customers)*.

Select the group to add a new member to and expand the tab.



Click NEW MEMBER. Fill out the credentials of the new Call Centre Staff member. Click the Save button.

To assign a password for the new member that can be changed later at will, **RE-OPEN** the tab by clicking the EDIT button.

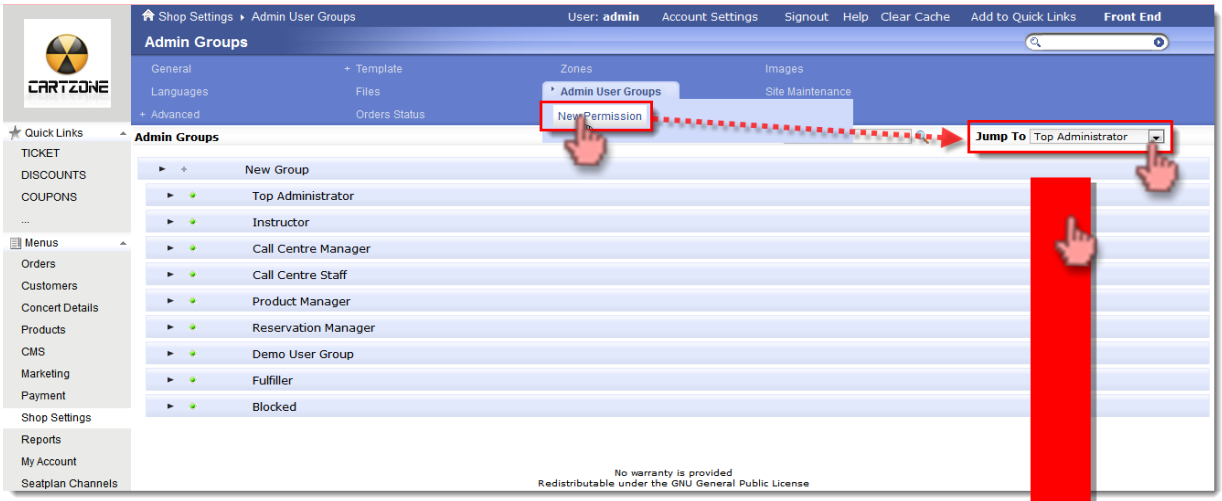
I

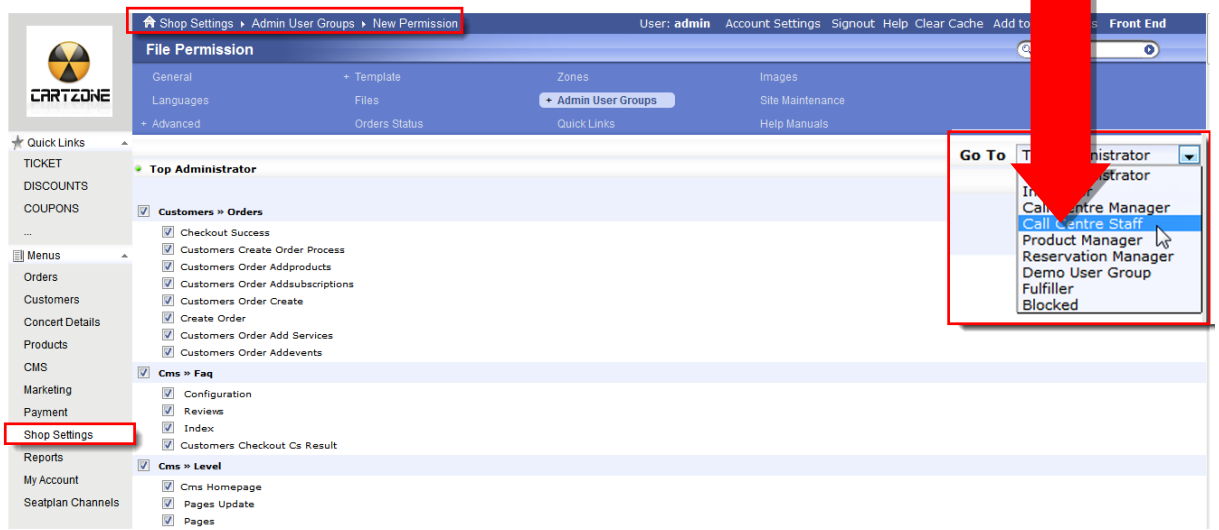
Assign a password and click the SAVE button.

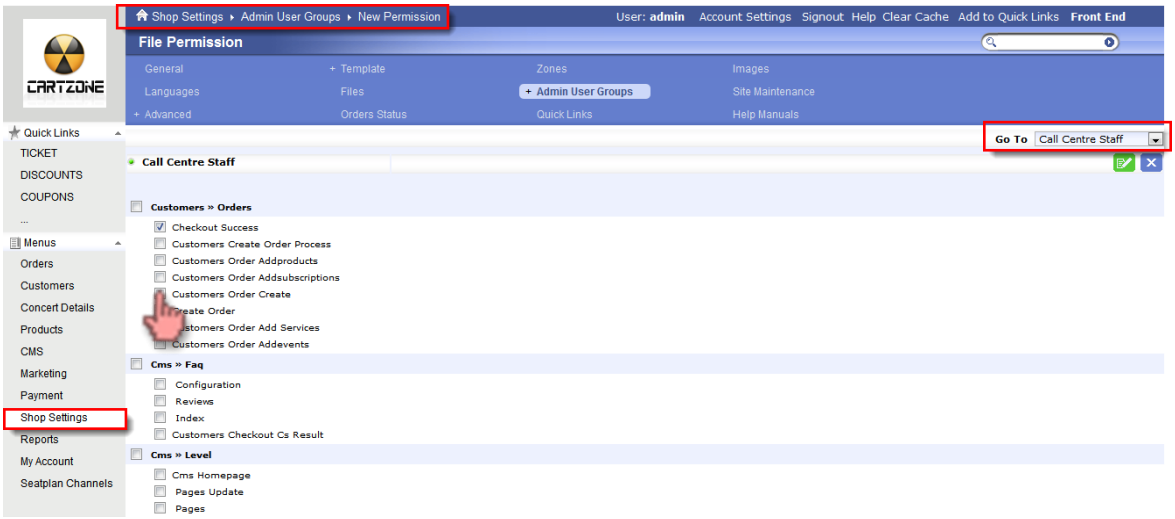
Edit Admin Group Access/Rights

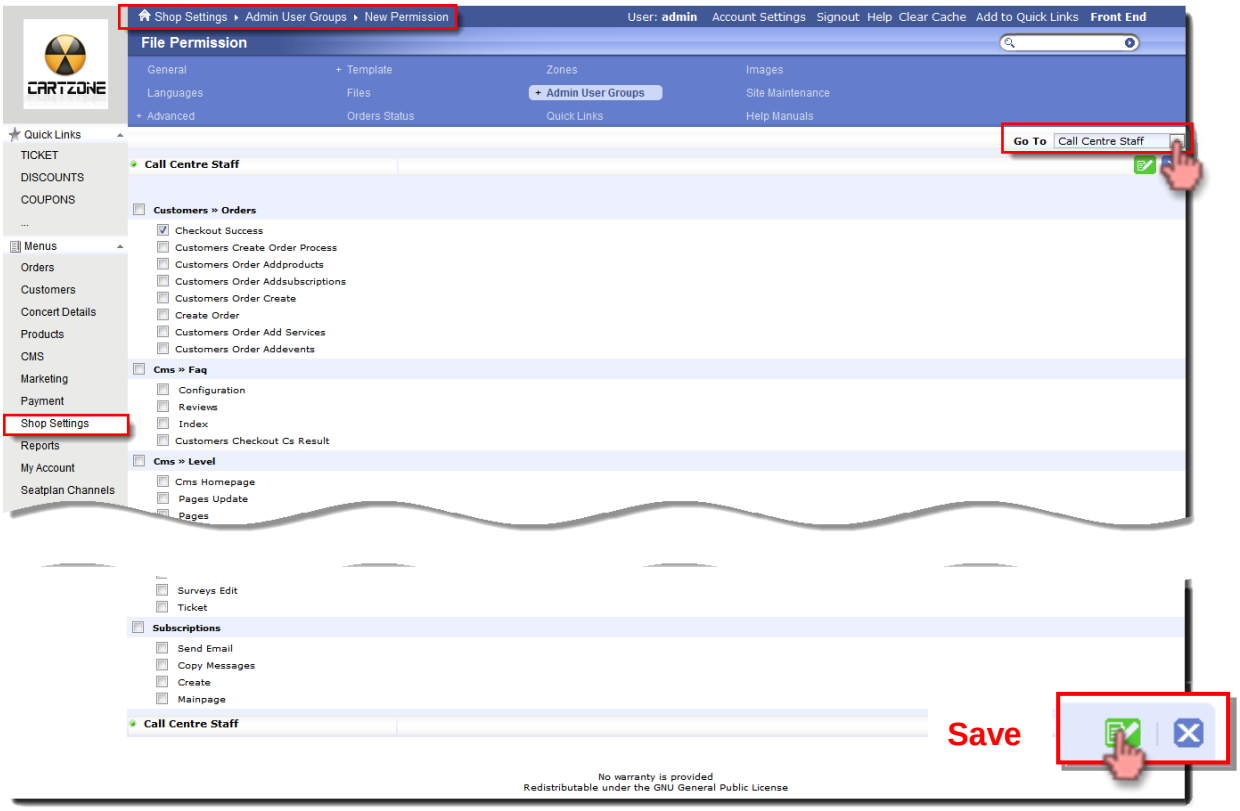
Of each Admin Group specific access/rights can be configured.

Admin>Shop Settings>Admin User Groups>New Permissions, **then jump to Admin Group** via pull down menu.









Of each Admin group, the following sections and osConcert menu options can be (un)ticked;

Customer >> Orders

Cms >> Faq

Cms >> Level

Cms >> News

OsConcert

Customer Checkout

Customer Create

Customer >> Edit >> Orders

Customer >> Wallet

Marketing >> Survey

Payments

Products

Reports >> Sales

Reports >> Products

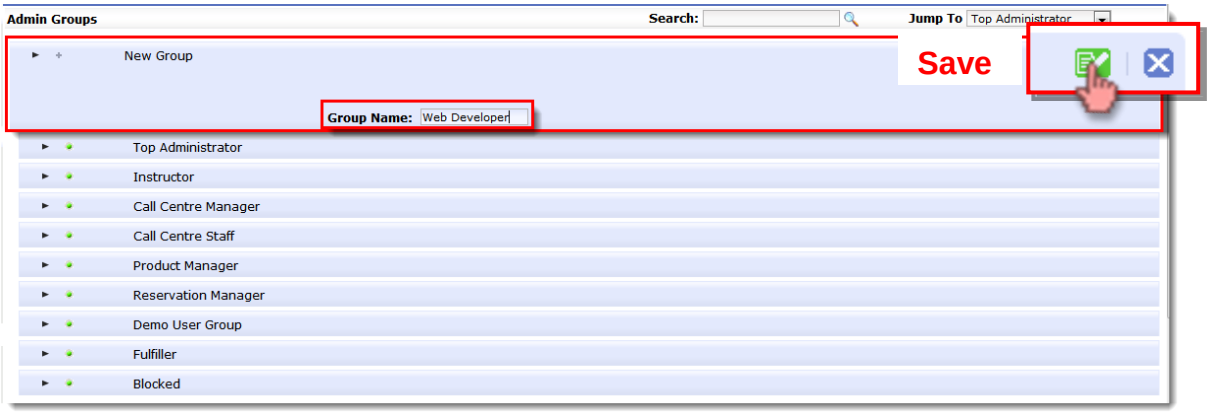
Sales >> Coupons

Ensure to SAVE the Admin Group access rights settings.

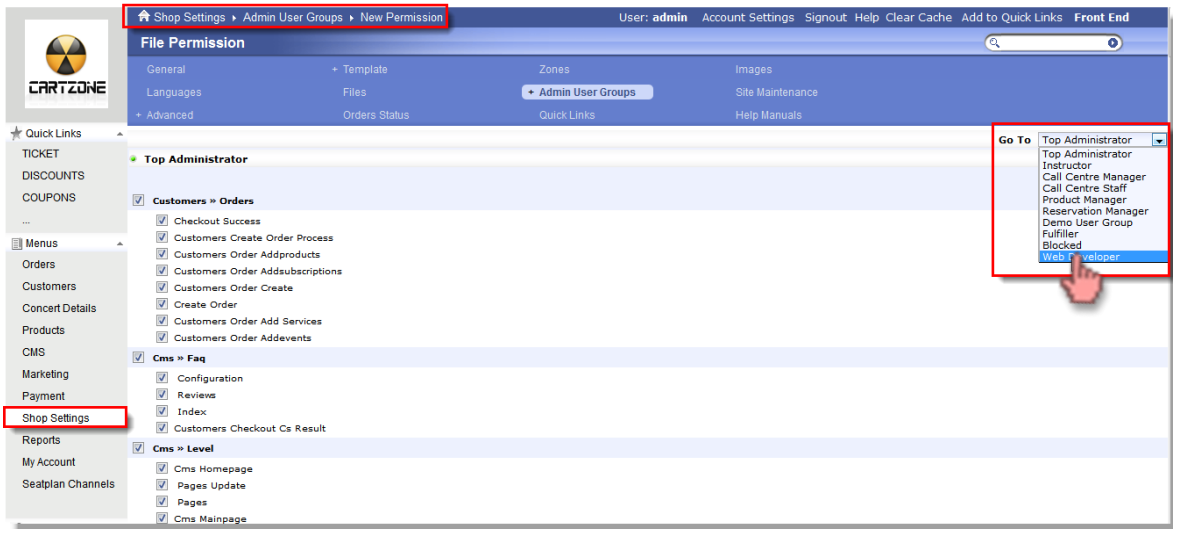
Create New Admin Group

If, for whatever reason a complete new Admin User *Group* needs to be created, click the NEW GROUP option.

Type new Admin Group Name and click the SAVE button.



Via the Pull down menu, select the new group via *Admin>Shop Settings>Admin User Groups>New Permissions*



To grant Web Developer(s) access to the various osConcert sections, tick the respective options and click SAVE.

To add a new member to the new group, see Adding Admin User Members.

11. Templates

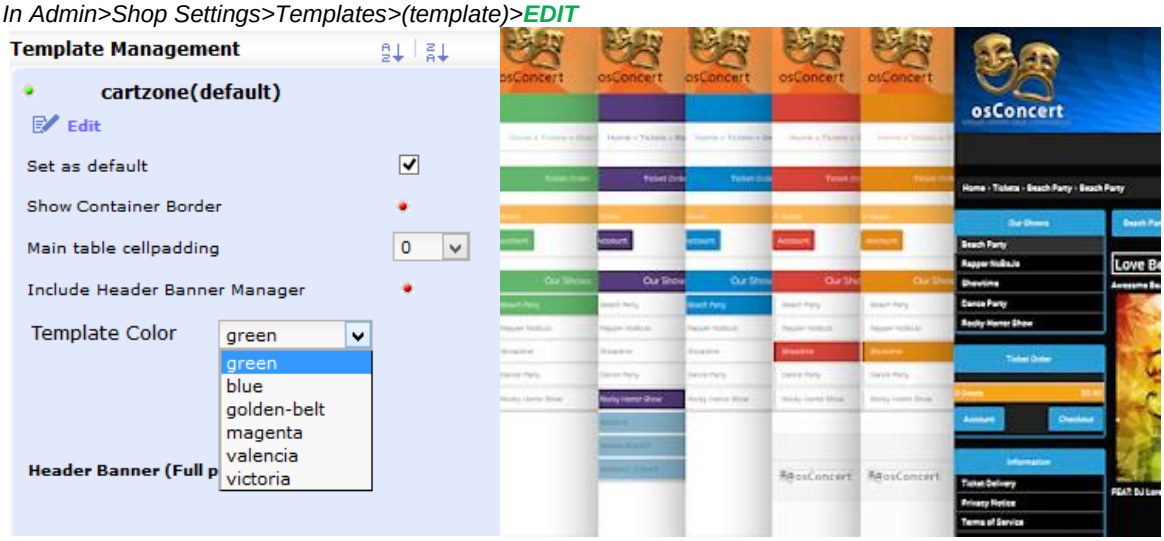
The updated osConcert v7 March 2015 has 2 starting templates

cartZone (light)

blackZone (dark)

Both are 'responsive' for cellphone and tablet viewing and are styled with the very powerful '**Bootstrap 3**' by 'Twitter'

*In Admin>Shop Settings>Templates>(template)>**EDIT***

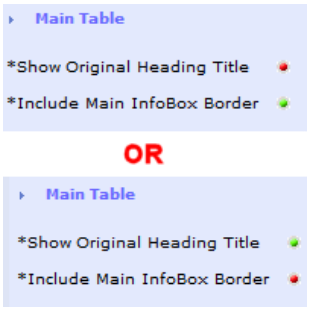


DEVELOPERS: You can create other color themes editing a css stylesheet: templates/cartzone/css/themes/

Show Container Border — There's a border that encompasses the whole of the template. This can be set to be visible at 1 pixel width when clicked from red to green.

Header Banner Manager — This has been de-activated for now in osConcert.

Show Original Heading Title
Include Main InfoBox Border — These settings can be alternated to show 2 types of headings for the Main Table (Content Page)



In Admin>Template>cartzone>Template Color
Choose from a drop down list of theme colors
Green, Blue, Golden Belt, Magenta, Valencia, and Victoria

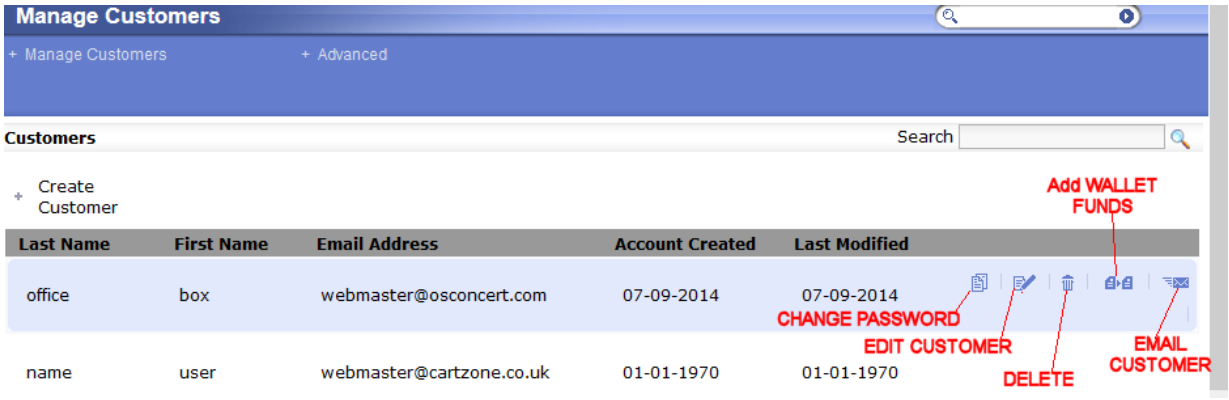
Left Column InfoBoxes

Here's a list of useful InfoBoxes. I've omitted some of the unworkable InfoBoxes that are from the original shopping cart that are not suited for ticket selling.

Shopping Cart	This is the ajax shopping cart that floats at the left. **DEVELOPERS**: Defloat this by editing boxes/shopping_cart.php.
Categories	The main menu of Categories/SHOWS
Information	This shows the list of static pages and the contact us page. *Admin>CMS>Static Pages*
Currencies	This will list all your currencies and give the visitor a choice of payment currencies. *Admin>Payment>Currency*
Languages	This will list the languages you've prepared and enabled Admin>Shop Settings>Languages. Don't just expect them to be there. It's quite a task to enable Multi Language function. **Multi Language Tutorial.**
Featured Categories	This will randomize a linked image to your active events
Featured (Products)	This will randomize a linked image to your Featured Products Admin>Products>Featured (For GA Products Only) see more about Featured Products
What's New	Maybe useful for GA products
Specials	Will randomize Special Discounted products Admin>Products>Specials (Best for GA products).
Order History	When a registered customer is logged in ….this will show a review of their Order History with links to their Account.
Login Box	This will show a Login Box for Username and Password
Wallet	If Wallet Payments are enabled ….this will show the registered users available balance or a link to Add Funds.
Banner	We can have a clickable banner here DEVELOPERS: Edit boxes/banner.php to add an image and hyperlink..
Search	Advanced Search box..
Best Sellers	Maybe useful for GA Events.

12. Customers

Manage customers data



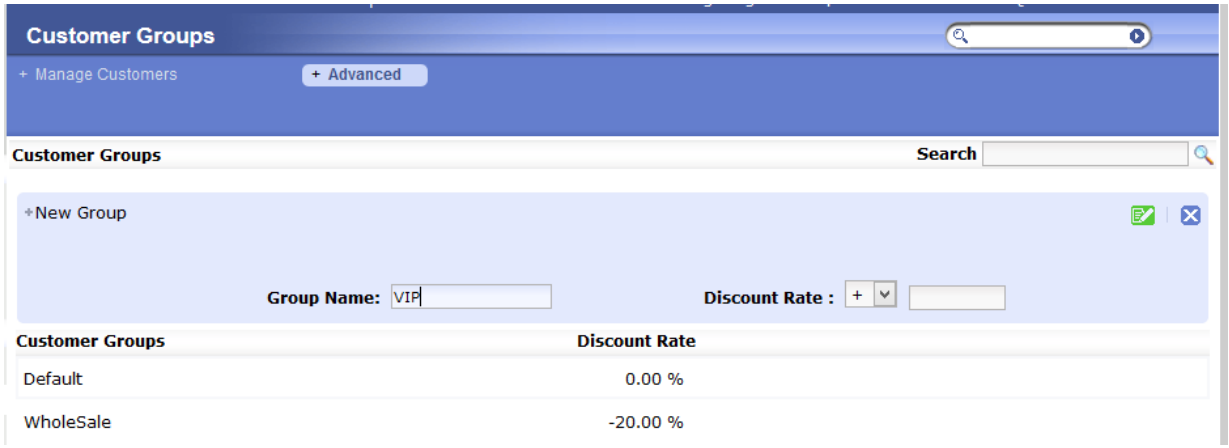
Most of the fields you'll see in 'Edit Customer' will be the fields you have chosen when you created the Sign Up form. *Admin>Shop Settings>Advanced>Customers*

You will have options to add the customer to your Newsletter, a Customer Group (with discount) or you could BLOCK the account or suspend the account for a period of time.

VIP Customer field here is not active but can be used in some customization project.

Customer Groups

Admin>Customers>Advanced>Customer Groups
Edit the existing Customer Groups or add you own….can be used to to identify certain customers for discounts or restrictions with benefits.



Export CSV

Below the customer listings is an option to download a Excel/CSV file directly from the database

#1 Export Customers

#2 Export Orders

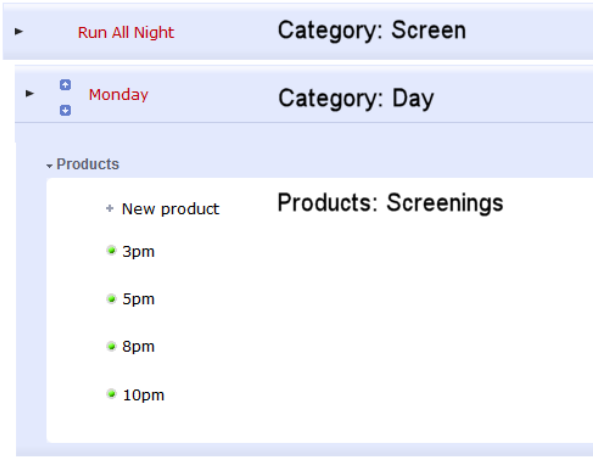
Useful for these managers compiling reports and lists in Excell

13. New Features 2015

osConcert Cinema Set Up

With the correct set up of products and categories, osConcert is an effective cinema booking software.

LOADED with Categories of Screens and Days with Screening Times as products.



For a General Admission set up we need to activate the following:

Admin>Shop Settings>**GA Only=true**
Admin>Shop Settings>Advanced>osConcert Settings>**CINE Style=yes**

Days and times go by, so osConcert must be loaded with a calendar DATETIME

DATE ID = products_model = e.g 20150625 (2015 Jun 25th)
SCREEN TIME = products_number = e.g 1500 (3pm)

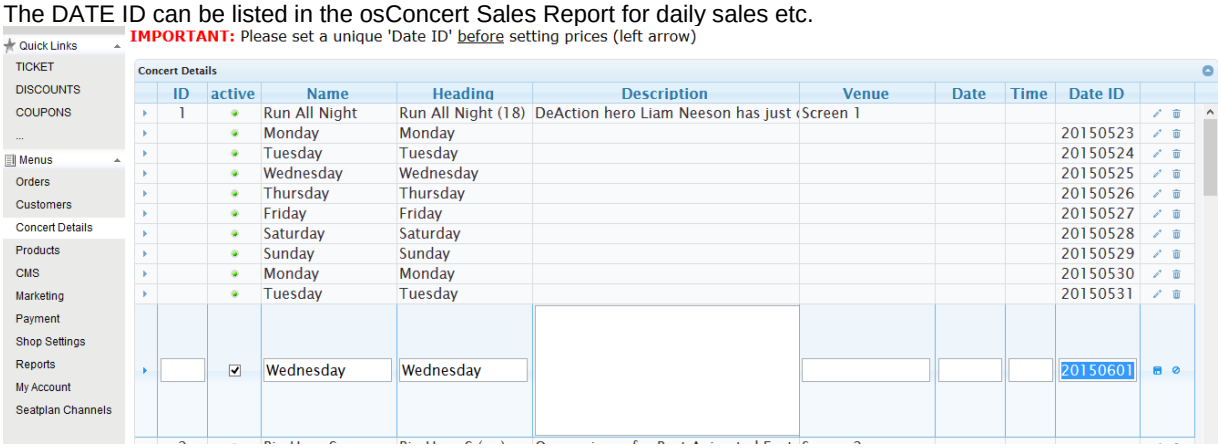
These times should be in sync with the server and DATETIME date(Ymd) date(Hi)

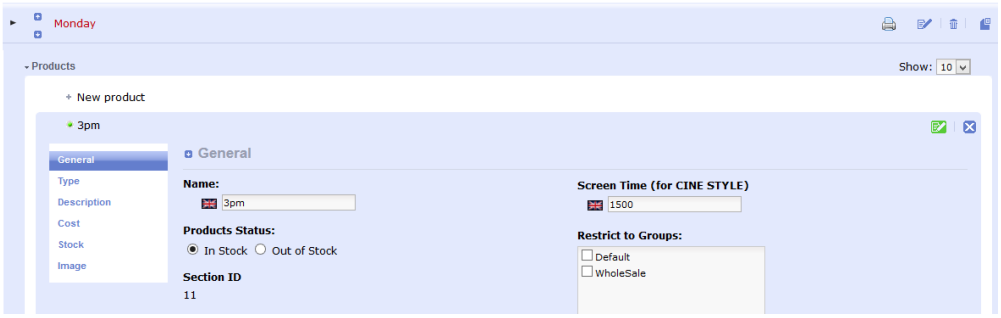
Therefore the application php date time should be set either in the php files (includes/application_top.php) or in the php.ini.

date_default_timezone_set("Asia/Kuala_Lumpur");

These settings alllow the screenings to drop off about an hour before the event and each day to drop off at midnight. All that is left for the Administrator is to re- LOAD the dates and times periodically. Box Office users exempt.

The DATE ID can be listed in the osConcert Sales Report for daily sales etc.





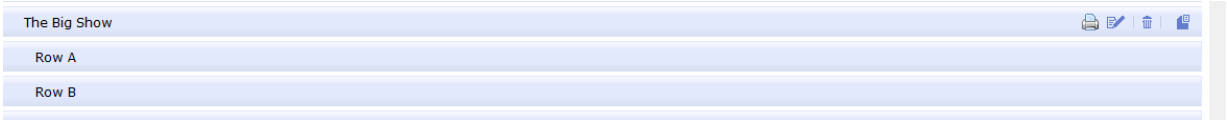
Print All eTickets

This is a great new feature and is powerful enough to utilize osConcert as a eTicket generating machine.

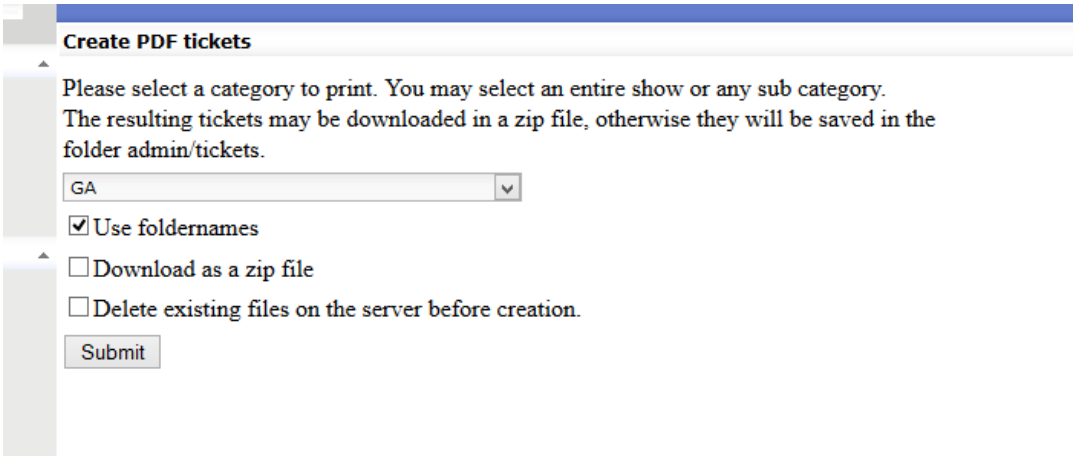
With just one click osConcert can produce hundreds of unique self edited PDF eTickets in one folder, ready for printing to paper or email distribution.

The feature was recently added so that users could print out all the unsold tickets and have them for sale on the day of the event. (Printed on paper)

You can access the Print page by clicking the Print Icon in the Admin>Products



Then you can choose a category of products/tickets to print.


Create PDF tickets
Please select a category to print. You may select an entire show or any sub category.
The resulting tickets may be downloaded in a zip file, otherwise they will be saved in the folder admin/tickets.
GA
Use foldernames
Download as a zip file
Delete existing files on the server before creation.
Submit

Furthermore, if each product has a master quantity, enabling the Admin>Shop Settings>Advanced>eTicket Settings> Ticket Print Master Quantity=true….a predetermined set of eTickets can be produced.

Very handy for someone who wants a software to print tickets of their own design.

It has been tested on the default osConcert seatplan with up to 500 tickets – that takes about 6 minutes to generate and may be slower on some servers.

Use foldernames is optional as it was found that on some setups the venue/date/time etc were not being picked up properly. If selected then the tickets will be saved in folders/subfolders by name – the default folder is admin/tickets/output/

If they are wanting just to print the lot then I'd deselect use foldernames and that will just dump all the tickets into the /output/ folder (or zip). Once downloaded the zip can be opened into a fresh folder, all files selected and then print.

Quantities – this will print multiple copies of a ticket if the products_quantity is > 1 – e.g. for GA with 99 seats then you'll get 99 different files with a suffix from _1 to _98
In addition it will adjust for tickets already sold and will always print one (takes the value from products_ordered).

If not downloading the zipped pdfs then after they are created a link will display to view the new files.

Advanced eTicket Editor

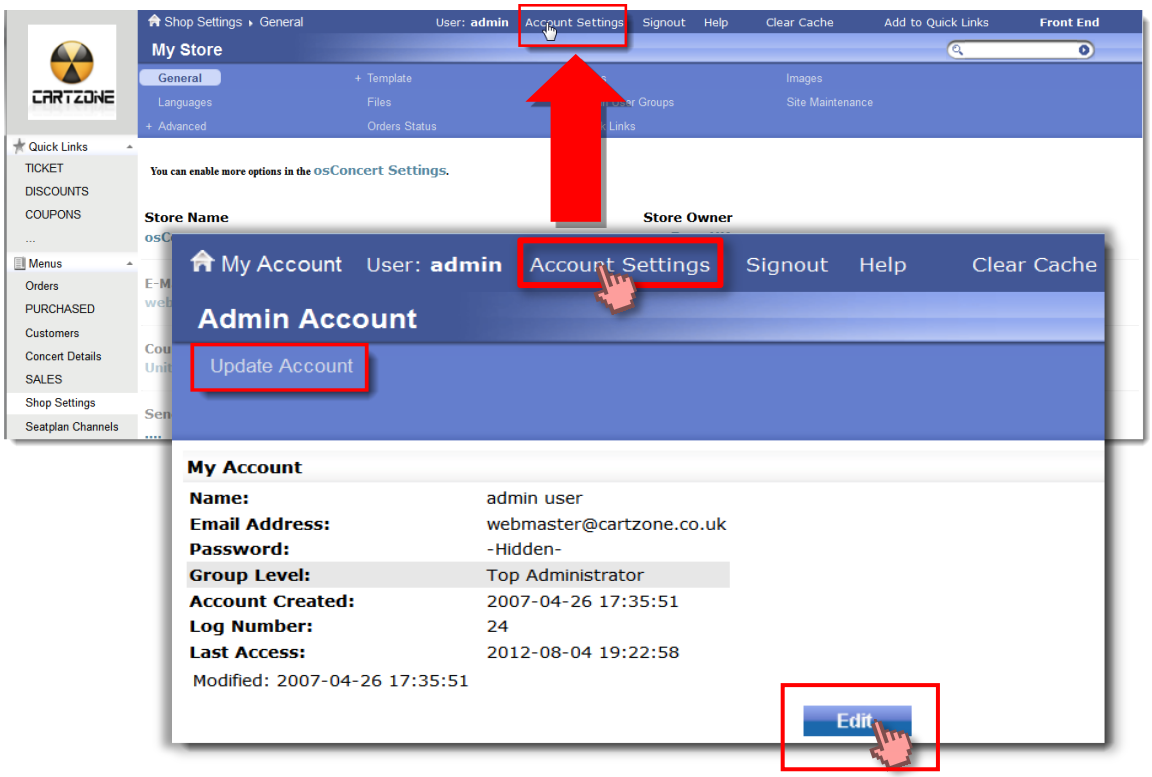
Available on request is a more advanced eTicket editor utilizing a more improved PDF class 'TCPDF'

14. Additional Notes:

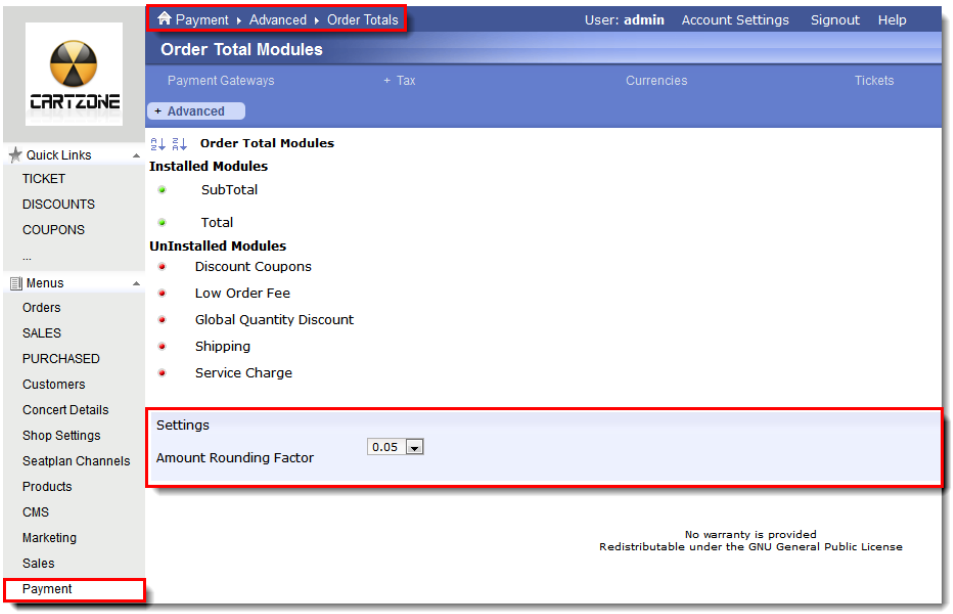
To get the most out of osConcert, please note the following additional notes;

Installation Folder
Ensure the osConcert installation folder on your server is REMOVED after you have your site up and running.

My Account (Admin)
We encourage all Administrators ***to strengthen the Admin password*** in *Admin>My Account.* The Admin Account is accessible from all menus and sections in osConcert;



Amount Rounding Factor
To round of amounts used in the Order Total Module to a pre-defined factor, edit the settings in *Admin>Payments>Advanced>Order Totals*



Clear Cache

When the seat plan cache has been enabled (the cache creates a memory of the seat plan pages for faster rendering to the visitors browser.) and if you are editing products, prices etc you may not see the changes immediately. In this case then it would be better to clear the seat plan cache

Admin>Clear Cache will do that for you.
Clear cache will empty the cached pages in the /cache directory

15. More resources:

You can find more HELP and requesting support for specific questions and tasks by using one of the following;

Check the HELP documents in Admin>Help Manuals
Log in to http://www.osconcert.com/support
Email us your questions or comments; osConcert Support

Back to Menu